

Terms and Conditions of Use

Magnum Group Warranty, Policy, and Procedures

Below you will find our warranty policies and procedures. To file a warranty claim, you must first call Magnum Group to inform us of your warranty issue. If the issue has been confirmed by Magnum Group, an authorization code will be given. When shipping your warranted item back to our facility, be sure to include a copy of your original purchase receipt.

1. Warranty Terms and Conditions

1.1. Magnum Group Products are warranted to be free of defects in materials and workmanship for a period of ninety (90) days from the date of purchase.

1.2. During the warranty period the product will be repaired or replaced by Magnum Group one time, at no charge as long as the unit has not suffered accidental damage, abuse, abnormal wear and tear, or misapplication. Such damage will be repaired at the purchaser's expense including any related shipping and replacement goods cost. MAGNUM GROUP Charges \$75.00 per shop hour and \$30.00 for the first half an hour diagnosis. If the issue is deemed a warranty issue, the diagnosis fee will be waived. We will present a written quote for any proposed repairs before any attempts are made.

1.3. Magnum Group will require that the merchandise be returned for inspection and testing prior to shipping a new replacement. If a new part is requested by the customer prior to MAGNUM GROUP receiving the warranty item, the customer will be responsible for the cost of the new item and related shipping. If the item being returned is found to be defective, MAGNUM GROUP will refund the cost of the new item and shipping upon confirmation.

1.4. The warranty extends to the original purchaser only. It is not transferable to anyone who subsequently purchases Magnum Group products from you. Magnum Group is not liable for damages to products inflicted by any work performed by an uncertified dealer. Please contact the original dealer of the equipment to diagnose any issues.

2. Maintenance and Operation Warning

2.2. Limitation of Liability

In no event shall Magnum Group, be liable for any direct, indirect, incidental, punitive, consequential or any other damages or costs that result from the use of, or inability to use, the information, materials or products purchased from Magnum Group.

We only warranty components we sell, as laid out in these terms. No other warranty is expressed or implied. We specifically DO NOT warranty engines or fuel systems.

Further, Magnum Group shall have no liability or responsibility for any delay in the delivery, installation or use of the products, as well as the service life of the products, performance, applicability for the use intended, proper installation, or the accuracy of information provided.

2.3. Product Legality

Magnum Group does not guarantee the legality of use or installation of any item we sell in your governed area. It is your responsibility to determine the laws governing your area.

3. Warranty Administration Policy

3.1. Warranty Eligibility

If a MAGNUM GROUP product fails in such a way that is consistent with the terms and conditions of the expressed MAGNUM GROUP warranty, then it is eligible for replacement by MAGNUM GROUP. The term of the warranty begins the day product is purchased from MAGNUM GROUP or an authorized MAGNUM GROUP dealer. The product must not be a discontinued item at the time of sale to be eligible.

3.2. Warranty Part Return Policy

Warranty returns must be pre-approved by MAGNUM GROUP through the use of a warranty claim form. By submitting a warranty claim form to MAGNUM GROUP by email or fax, a corresponding RMA number will be issued to the customer on a Credit Memo. This RMA number must be labeled clearly on the container or bill of lading when the package is returned to MAGNUM GROUP. Warranty parts must be delivered to MAGNUM GROUP for inspection and processing within 7 days of the RMA authorization to be eligible for credit. Incomplete or illegible claim forms will not be accepted.

3.3. Warranty Review and Replacement process

Once an approved warranty return arrives at MAGNUM GROUP with proper RMA label it will be inspected by a MAGNUM GROUP R&D member to determine the point of failure. The R&D team will notify the purchaser or dealer of the failure point and eligibility for replacement within a week of its arrival. The notification will come on a Credit Memo form that will acknowledge the failure and estimate the replacement time. Another unit will be shipped to the purchaser or dealer as soon as possible to replace the original.

4. Return Policy

4.1. General Unused Inventory Policy

All returns must have a Return Merchandise Authorization (RMA) number issued by Magnum Group, Inc. clearly labeled on the container or bill of lading, a 15% restocking fee plus all shipping charges will be billed on any returned items less than 90 days old and not discontinued. Products older than 90 days or discontinued are ineligible for

return. All products returned for credit must be in the original manufacturer container, unmarked, and unused. There are no returns of any custom ordered systems. Any returns arriving at our warehouse without an RMA number clearly displayed will be refused and returned to the sending address collect freight. The original Purchaser is the only person that may request a return for products.

4.2. Cancelled Orders Policy

Cancelled orders, excluding custom items which are pre paid and non-refundable, will not incur charges if the item(s) has not shipped. If the item(s) have already been shipped then it will incur charges as stated in the Returns terms and conditions mentioned above. All refused orders will be charged 50%, of the invoice amount penalty, restocking fee, and freight charge to return the item(s).