

## **Warranty of Product**

Systems and Components/Spares: The term of warranty for System/Components/Spares is one (1) year from commissioning or two (2) years from the date of shipment. If any equipment covered by this warranty is returned to the original shipping point, upon examination AWI determines to its satisfaction that such equipment is defective in material or workmanship and such defect was not caused by accident, misuse, neglect, alteration, improper installation, improper adjustment, improper repair, or improper testing, AWI shall at its option repair or replace the equipment, with shipment to Buyer prepaid. AWI shall have reasonable time to make such repairs or to replace such equipment.

Buyer must obtain a valid Return Material Authorization (“RMA”) number from AWI for all returns. RMAs will be issued at AWI, in accordance with these terms and conditions. RMAs are valid for thirty calendar days from the date of issuance. AWI must physically receive the return within the thirty (30) calendar day window.

## **Customer Service and Ordering**

At AWI customer service is a priority. AWI has a complete Customer Service Department that is in operation and permanently staffed to service all of our AWOS systems for our customers. The Airport may contact our technicians by E-mail, Phone, Facsimile, or by written order. The contact information is available on AWI’s Web site, [www.allweatherinc.com](http://www.allweatherinc.com), and is provided below:

AWI’s toll free number: 800-824-5873

AWI’s Service FAX number: 916-928-6786

E-mail: [service@allweatherinc.com](mailto:service@allweatherinc.com),

Written Order: All Weather Inc., 1065 National Drive, Suite 1, Sacramento, CA, 95834

The Customer Service Department is part of the overall company system that is ISO 9001-2015 certified. Any parts that are needed at a customer’s site can be ordered from one of our Sales staff and will be shipped out promptly. Items needing service will be referred to our Customer Service Department. All Customer service technicians can assist the customer. AWI stocks most AWOS parts that are needed to repair AWOS systems and components. Our stock ensures AWI can return or replace the product very rapidly.