

WARRANTY

WARRANTY PERIOD

The warranty hereof shall mean a period of one (1) year from the original date of purchase for parts & labor. In the event that the product required for replacement is no longer in production and/or is obsolete, Redbird will repair the unit with similar or like parts of equal function. If a similar or like part is not available, a charge may be incurred to the owner, for any upgraded part substituted.

WARRANTY TERMS AND CONDITIONS ON Redbird TD/TD2 products

1. Redbird warrants that the product you have purchased is free from manufacturing defects in materials and workmanship when dispatched from our warehouse.
2. The receipt of purchase shall be provided as proof of the date of purchase and the warranty period commences as of that date. Proof of purchase will be required in the event of any discrepancy.
3. The warranty will not apply to any product purchased from a dealer/reseller other than an authorized Redbird dealer/reseller.
4. This warranty applies to the original purchaser only and is not transferable.
5. The warranty automatically becomes void if the product has been physically damaged or rendered defective (a) as results of an accident, misuse, fire, lightning, malicious damage, water damage, abuse or other circumstances beyond Redbird's control; (b) by the use of parts or peripherals not authorized by Redbird; (c) as a result of normal wear and tear; (d) by use in an improper operating environment; (e) by improper installation and operation or unauthorized modification of the product; (f) by the serial number or product code sticker being removed or defaced; (g) as a result of a service rendered by anyone other than Redbird authorized service center or its authorized service agents; (h) as a result of the product not being operated in conformity with Redbird's user manual.
6. Replacement product or parts may include re-manufactured or refurbished parts or components. All replacement parts are warranted for one (1) year.
7. Your LCD Monitor included contains thousands of individual pixels. These monitors typically contain a small number of pixels that do not function normally. Your display has been inspected and is in compliance with the manufacturer's specifications, indicating that any pixel defects do not affect the operation or use of your monitor.
8. In all circumstances, the user must ensure that the product is packed in appropriate packing. Any damage due to improper packing will void product warranty and the cost incurred to repair damaged product will be customer's responsibility.
9. Software related faults resulting from customer installed software, incorrect software installation or usage or software viruses shall not be considered as product faults and may incur a charge for rectification.
10. Redbird is not responsible for damages of any kind including, but not limited to, direct or indirect damages, lost profits, lost savings, or other special incidental, exemplary or consequential damages whether for breach of contract, tort or otherwise, or whether arising out of the use of or inability to use the product, even if Redbird or any dealer, distributor or authorized service provider / partner have been advised of the possibility of such damages, or any claim by any other party. This warranty does not deprive the Owner/Customer of any rights or remedies under that Trade Practices Act 1974 and/or under any other applicable commonwealth, State or Territory legislation.

WARRANTY (con't)

To Obtain Warranty Service:

1. Contact our Customer Service Department Monday through Friday 8:00am – 6:00pm CT (US Central Time), excluding holidays, to determine the nature of the problem. If product needs to be returned for repair, an RMA # (Return Material Authorization number) may be issued. Redbird's Authorized Service Centers may not accept any returned product without RMA # if an RMA # was issued to you. Contact Customer Service to determine if you need an RMA # before preparing your return shipment.
2. The following guidelines apply when packing the product for repair:
 - Include your name, address, and contact phone number
 - All products being returned for warranty service must be carefully packed in the original box and packing materials. Any damage incurred due to improper packing or use of other packing materials will void the warranty and all repairs will be chargeable to customer.
 - If issued to you, the RMA# must be clearly printed on the shipping label (not on the box).
3. During Redbird's product warranty, the customer will be responsible for postage, insurance and/or shipping cost incurred to ship the product to Redbird's service center and Redbird will be responsible for the shipping cost incurred to return the product back to the customer's specified address within the United States of America (50 states and DC), Canada, Mexico and Puerto Rico. For all other regions customer is responsible for postage, insurance and/or shipping costs both to and from Redbird's service center.
4. Redbird is not responsible or liable, for missing components and/or damage to the unit caused by any shipping to or from any Authorized Redbird Service Center. All claims of damage should be directed to the appropriate shipping carrier.

For Customer Service, please contact Redbird at:

Redbird Flight Simulations

Attention: Customer Service Department
2301 E. St. Elmo Rd., Suite 100, Austin, TX 78744

Tel: 1-512-301-0755

Email: support@redbirdflight.com

Web: <http://www.redbirdflightsimulations.com>