



Hot Dog® Veterinary Controller

Extended Limited Warranty

1. **Warranty Terms**--These terms and conditions govern the limited warranty coverage that Augustine Biomedical + Design ("ABD") will provide for the product identified on this document ("Covered Product").

2. **Period of Warranty**—The Extended Limited Warranty begins the date the Covered Product is shipped and continues for three years. During such period, Covered Products are warranted free of defects in material and workmanship under normal use and operation.

3. **Covered Products**-- Controller Serial No(s): _____

4. **Limited Warranty**—ABD, in its discretion, may replace or repair any defective Covered Product; provided such Covered Product is returned by the original purchaser ("Customer") within the period of warranty, and provided, however, that ABD shall have no obligation to make repairs or replacements necessitated in whole or in part by (i) accidents, fault or negligence of the Customer, or (ii) the failure of the Customer to maintain or use the Covered Products in accordance with ABD's operating and/or maintenance manuals. The warranty term of Covered Products replaced under warranty is the balance of the warranty on the originally purchased Covered Product. The warranties do not cover the following:

1. Any Covered Product that has been adjusted, repaired or altered in any way other than by or with the express written permission of ABD;
2. Damage to a Covered Product caused by excessive input voltage, misuse, abuse, negligence or accident, or an external force;
3. Any Covered Product that has been connected, installed or adjusted, or used other than in accordance with the instructions;
4. Normal wear and tear or damage to a Covered Product caused in whole or in part by catastrophe or the fault or negligence of the Customer;
5. Cords, connectors or other accessories.

5. **GENERAL LIMITATION**--THE WARRANTIES SET FORTH HEREIN ARE INTENDED SOLELY FOR THE BENEFIT OF THE CUSTOMER. SUCH WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, WHICH ARE HEREBY DISCLAIMED AND EXCLUDED BY ABD, INCLUDING WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE AND ALL LIABILITIES ON THE PART OF ABD FOR DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE USE, REPAIR OR PERFORMANCE OF THE PRODUCTS.

6. **LIMITATION OF REMEDIES**-- ABD SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE CAUSED BY DELAY IN FURNISHING THE PRODUCTS OR ANY OTHER PERFORMANCE UNDER THIS AGREEMENT. THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF ANY AND ALL WARRANTIES AND THE SOLE REMEDIES FOR ABD'S LIABILITY OF ANY KIND (INCLUDING LIABILITY FOR NEGLIGENCE) WITH RESPECT TO THE PRODUCTS AND ALL OTHER PERFORMANCE BY ABD UNDER THIS AGREEMENT SHALL BE LIMITED TO THE REMEDIES PROVIDED IN THIS SECTION. IN NO EVENT SHALL ABD'S LIABILITY OF ANY KIND INCLUDE ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL LOSSES OR DAMAGES, EVEN IF ABD SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH POTENTIAL LOSS OR DAMAGE.

7. **Procedure**

- If the customer (owner of this warranty) believes that they have product deemed to be defective, they should notify ABD in writing to cs@augbiomed.com, OR by calling [952-465-3500](tel:952-465-3500) to obtain a RMA.
- Product shall be returned only when a return material authorization (RMA) number has been provided by ABD.
- The following information must be provided to obtain an RMA:
 - The serial number for the controller to be returned.
 - A detailed description of the claimed manufacturing defect.
- Such RMA must be marked on the outside of the packaging. The controller should be packaged carefully to avoid damage during the shipping process