

Warrantee and Refund Policy

*To begin the refund/exchange process you must first send a request to support@ums-systems.com and provide a reason for refund/exchange and detailed information regarding your order

*Any returned items received by Indagem Tech without prior notification and approval will NOT be processed

*All returns/exchanges must be postmarked no more than 30 days after your request has been authorized and include the email printout with the authorization number in order to complete your request

Indagem Tech, LLC

Limited Warranty

IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT MAY APPLY TO YOU.

YOUR RIGHTS AND THIS LIMITED WARRANTY

This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province or jurisdiction. The disclaimers, exclusions, and limitations of liability under this Limited Warranty will not apply to the extent prohibited by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to contact a relevant consumer advisory service.

WHAT THIS LIMITED WARRANTY COVERS; PERIOD OF COVERAGE

Indagem Tech, LLC. ("UMS System"), located in Boca Raton, Florida, USA, warrants to the owner of the enclosed product that the product contained in this box ("Product") will be free from defects in materials and workmanship for a period of one (1) year from the date of delivery following the original retail purchase (the "Warranty Period"). If the Product fails to conform to this Limited Warranty during the Warranty Period, Indagem Tech will, at its sole discretion, either (a) repair or replace any defective Product or component; or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product. Repair or replacement may be made with a new or refurbished product or components, at Indagem Tech's sole discretion. If the Product or a component incorporated within it is no longer available, Indagem Tech may replace the Product with a similar product of similar function, at Indagem Tech's sole discretion. This is your sole and exclusive remedy for breach of this Limited Warranty. Any Product that has either been repaired or replaced under this Limited Warranty will be covered by the terms of this Limited Warranty for the longer of ninety (90) days from the date of delivery or the remaining Warranty Period. This Limited Warranty is transferable from the original purchaser to subsequent owners, but the Warranty Period will not be extended in duration or expanded in coverage for any such transfer.

WARRANTY CONDITIONS; HOW TO GET SERVICE IF YOU WANT TO CLAIM UNDER THIS LIMITED WARRANTY

Before being able to claim under this Limited Warranty, the owner of the Product must (a) notify Indagem Tech of the intention to claim by e-mailing support@ums-systems.com during the Warranty Period and providing a description of the alleged failure, and (b) comply with Indagem Tech's return shipping instructions. Indagem Tech will have no warranty obligations with respect to a returned Product if it determines, in its reasonable discretion after examination of the returned Product, that the Product is an Ineligible Product (defined below). Indagem Tech will bear all costs of return shipping to owner, except with respect to any Ineligible Product, for which owner will bear all shipping costs.

WHAT THIS LIMITED WARRANTY DOES NOT COVER

This warranty does not cover the following (collectively "Ineligible Products"): Products marked as "sample" or sold "AS IS"; or Products that have been subject to: (a) modifications [including, but not limited to, the use of non-Indagem Tech's provided accessories], alterations, tampering, or improper maintenance or repairs; (b) handling, storage, installation, testing, or use not in accordance with Indagem Tech's User's Guide or other instructions provided by Indagem Tech; (c) abuse or misuse of the Product; (d) breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (e) Acts of God, including lightning, flood, tornado, earthquake, or hurricane. This warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Product, or software (even if packaged or sold with the Product). Indagem Tech recommends that you use only authorized service providers for maintenance or repair. Unauthorized use of the Product or software can impair the Product's performance and may invalidate this Limited Warranty.

DISCLAIMER OF WARRANTIES EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, INDAGEM TECH DISCLAIMS ALL EXPRESS, IMPLIED, AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, INDAGEM TECH ALSO LIMITS THE DURATION OF ANY IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS LIMITED WARRANTY.

LIMITATION OF DAMAGES

IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, IN NO EVENT WILL INDAGEM TECH BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY OR THE PRODUCT, AND INDAGEM TECH'S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE PRODUCT WILL NOT EXCEED THE AMOUNT ACTUALLY PAID FOR THE PRODUCT BY THE ORIGINAL PURCHASER. YOU ACKNOWLEDGE AND UNDERSTAND THAT THE DISCLAIMERS, EXCLUSIONS AND LIMITATIONS OF LIABILITY SET FORTH HEREIN FORM AN ESSENTIAL BASIS OF THE AGREEMENT BETWEEN YOU AND INDAGEM TECH GOVERNING YOUR USE OF THE PRODUCT AND THEY APPLY WITHOUT REGARD TO WHETHER THE TERMS OF THIS LIMITED WARRANTY HAVE PROVEN INEFFECTIVE OR IF A REMEDY FAILS OF ITS ESSENTIAL PURPOSE.

LIMITATION OF LIABILITY

THE INDAGEM TECH ONLINE SERVICES ("SERVICES") PROVIDE YOU INFORMATION ("PRODUCT INFORMATION") REGARDING YOUR INDAGEM TECH PRODUCTS OR OTHER PERIPHERALS CONNECTED TO YOUR PRODUCTS ("PRODUCT PERIPHERALS"). THE TYPE OF PRODUCT PERIPHERALS THAT MAY BE CONNECTED TO YOUR PRODUCT MAY CHANGE FROM TIME TO TIME. WITHOUT LIMITING THE GENERALITY OF THE DISCLAIMERS ABOVE, ALL PRODUCT INFORMATION IS PROVIDED FOR YOUR CONVENIENCE, "AS IS", AND "AS AVAILABLE". INDAGEM TECH DOES NOT REPRESENT, WARRANT, OR GUARANTEE THAT PRODUCT INFORMATION WILL BE AVAILABLE, ACCURATE, OR RELIABLE OR THAT PRODUCT INFORMATION OR USE OF THE SERVICES OR PRODUCT WILL PROVIDE MEANS TO RECOVER STOLEN ITEMS. YOU USE ALL PRODUCT INFORMATION, THE SERVICES, AND THE PRODUCT AT YOUR OWN DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR (AND INDAGEM TECH DISCLAIMS) ANY AND ALL LOSS, LIABILITY, OR DAMAGES, INCLUDING TO YOUR ITEM ATTACHED TO INDAGEM TECH, THE PRODUCT, PRODUCT PERIPHERALS, COMPUTERS, MOBILE DEVICES, AND ALL OTHER ITEMS AND PETS OR HUMAN, RESULTING FROM YOUR USE OF THE PRODUCT INFORMATION, SERVICES, OR PRODUCT.

VARIATIONS THAT MIGHT APPLY TO THIS LIMITED WARRANTY

Some jurisdictions do not allow limitations on how long an implied warranty lasts or exclusions/limitations on incidental or consequential damages, so some of the limitations set out above may not apply to you. If any provision of this Limited Warranty should be held to be unenforceable or invalid for any reason, then such provision or portion thereof shall be modified or deleted in such manner as to render this Limited Warranty legal and enforceable to the maximum extent permitted under applicable law.

TOTAL SATISFACTION RETURN POLICY

If you are the original purchaser of the Product and you are not satisfied with this product, you may return it in its original condition within thirty (30) days from the date of delivery and receive a full refund. Engraved and Custom Image Indagem Tech's UMS devices are not covered under the Total Satisfaction Return Policy.

****products resold by unauthorized retailers are not covered by warranty**