

# *Innovative Problem Solutions, LLC*

*Problems Need Innovative Solutions™*

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## **Warranty Information**

Product Covered: IPSCS0700 Straight Cargo System, IPSCS0800 Straight Cargo System

Innovative Problem Solutions, LLC (IPS) warrants to the original purchaser (Purchaser), its products to be free from defect under normal use and service, ordinary wear and tear excepted, for one (1) year, from the date of the original retail purchase, but subject to the limitations as set forth below. Warranty covers material and workmanship only.

## **Limitation on Warranty**

IPS's obligation under the above warranty is limited to repair or replacement of the IPS Product (Product), at its option due to a manufacturing defect of the Product. IPS shall not be liable for the loss of or use of vehicles, loss of or damage to personal property, expenses such as telephone, lodging, gasoline, towing, tire damage or any other incidental or consequential damages incurred by the Purchaser, or any other person or entity.

IPS will examine the returned Product. If IPS, in its exclusive discretion, determines that the defect or damaged Product is covered under this limited warranty, IPS will repair the Product or replace it at that time.

Alterations to or misuse of the Product will void the warranty. For example, overloading or exceeding an automobile or trailer manufacturers' weight ratings, or maneuvering motor vehicles equipped with Products at improper rate of speed, shall void the warranty on any of the Products. Failure to properly maintain and regularly inspect the Product according to the specific instruction sheet accompanying each Product shall also void the warranty.

Some states do not allow the exclusion or limitation of incidental or consequential damages. If such exclusions or limitations are prohibited under the applicable law, the above limitation or exclusion may not apply.

This Warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

The Purchaser, when returning an IPS Product, must observe the following steps:

1. The Purchaser must have proof of purchase of any damaged Product and supply the same to IPS. The Purchaser must obtain from IPS a Returned Goods Authorization (RGA) number in order to return any damaged Product to IPS for inspection and evaluation under this Limited Warranty.
2. The Purchaser must pay all handling charges and shipping costs to deliver Products to IPS and must send the damaged Product along with the RGA number and proof of purchase to IPS.
3. Upon receipt of damaged Product, IPS will determine whether the damaged Product is covered under the Limited Warranty. If it is, IPS will repair or replace the Product. If the Product is replaced, the Product that is originally returned by the Purchaser shall become the exclusive property of IPS. If the returned Product is not covered under the Limited Warranty, IPS will notify the Purchaser before taking any further action with regard to repair or replacement, which would be at the Purchaser's cost.

Direct all correspondence to IPS at [CustomerService@IPS-LLC.net](mailto:CustomerService@IPS-LLC.net)