



## VPC Product Warranty Policy Terms & Conditions

The terms and conditions of this product warranty are based on VPC's commitment to providing the best product experience for its customers and interest in protecting the integrity of its products.

### Terms

Under the terms of this policy, Virginia Panel Corporation (VPC) warrants that all products sold in new condition by VPC or by an authorized agent of VPC, will be free from defects in materials and workmanship and perform in accordance to VPC product documentation. This product warranty remains in effect for a period of one (1) year from the date of shipment, as evidenced by VPC shipment documentation.

In the event of a breach of warranty and at its sole option and discretion, VPC will repair or replace equipment proven to be defective during the warranty period. This warranty remedy includes parts and labor, should repairs occur. Product repair or replacement are the sole remedies for any breach of warranty.

Any defect or product concern, must immediately be reported to VPC. Prior to the return of any equipment to VPC for the purpose of examination, repair, or replacement, a Return Material Authorization (RMA) number must be obtained from VPC's Customer Service department. This number must be clearly marked on the outside of any packaging that contains equipment returning to VPC and on any paperwork included with this shipment. Failure to obtain and provide an RMA number will result in non-acceptance of equipment received.

### Conditions & Exclusions

This warranty does not cover and/or the following behaviors will void VPC's product warranty:

1. Damage caused by accident, abuse, misuse, or contact with chemical substances known to negatively interact with a product's material composition.
2. Damage caused by operation and use of VPC products outside of VPC's published processes, instructions, and guidelines.
3. Damage caused by disassembling or readjusting products that have been measured or calibrated.
4. Product damage or failures caused by use of VPC products in conjunction with similar products from other manufactures or counterfeiters. VPC products are not intended or designed for use with products sold by from other interconnect system manufacturers. Historically, this type of misuse has resulted in product field failures and damage. In an effort to reinforce this condition, the following statement is adhered to all VPC products where space allows:

**PRODUCT ADVISORY: Virginia Panel Corp. (VPC) Receivers, ITA's, Modules and Contacts are not to be mixed or used with similar products from other manufacturers. Using other manufacturer's products, disassembling or readjusting this assembly will void the warranty.**



*Date of last review*  
1/1/2024