

ALPINA SPORTS CORP.

Limited Warranty Policies

ALPINA SPORTS CORP provides a 30-Day Return Window (see Return of Non-Defective Products below) and the following limited warranty. This limited warranty extends only to the original purchaser.

ALPINA warrants this product and its parts against defects in materials or workmanship for two years from the original purchase date.

ELAN warrants its product and parts against defects in materials or workmanship for two years from the original purchase date by the original owner.

ROTTEFELLA warrants its product and parts against defects in materials or workmanship for one year from the original purchase date by the original owner.

MASTERS warrants its product and parts against defects in materials or workmanship for one year from the original purchase date by the original owner.

During this period, ALPINA will repair or replace defective parts with new or reconditioned parts at ALPINA's option, without charge to you.

Please note that any warranty services or questions must be accompanied by the order number from the transaction through which the warranted product was purchased. **The order number serves as your warranty number and must be retained.** ALPINA will offer no warranty service without this number.

Shipping fees incurred from returns for under-warranty service in the first 30-days will be paid by ALPINA. All shipping fees both to and from ALPINA following this 30-day period must be paid by the customer. All returns, both during and following the 30-day period, must be affected via the Procedures for Obtaining Warranty Service described below.

ALPINA makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this computer other than as set forth below. ALPINA makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

Except as provided below, ALPINA is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the product. Under no circumstances shall ALPINA be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty. (cont)

ALPINA SPORTS CORP.

Warranty Conditions

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by ALPINA SPORTS CORP. It is effective only if the products are purchased and operated in the USA. (Within the USA including US 48 States, Alaska and Hawaii.)
2. This warranty covers only normal use of the product. ALPINA shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood; or (iii) service or alteration by anyone other than an authorized ALPINA representative; (iv) damages incurred through irresponsible use or other non-recommended practices.
3. You must retain your bill of sale or other proof of purchase to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.

Return of Non-Defective Products

A non-defective product may be returned to ALPINA within thirty (30) days of the invoice date for a refund of the original purchase price with the following amendments/fees:

1. ALPINA will refund neither the original shipping cost nor the shipping and handling fees incurred from the products return. If the original purchase was made under a "Free Shipping" promotion then a standard \$40 fee will be deducted from any return in counter to that offer.
2. No refund will be granted for product which has been opened, used, or tampered with in any way which jeopardized ALPINA's ability to remarket or resell the product. ALPINA maintains full discretion in decisions regarding a products fitness for return and may charge a fee for any necessary labor required to remarket the product.
3. Any non-defective returns are subject to a 15% restocking fee, which percentage is taken from the final purchase price less any shipping or handling charges.

To return a defective product, please contact our Customer Service Department for a Return Merchandise Authorization (RMA) number and follow the Return of Products Instructions below. The RMA is valid for 10 days from date of issuance. **Returns will not be accepted without an RMA.** Manufacturer restrictions do apply. Any item missing the UPC on the original packaging may not be returned.

(cont)

ALPINA SPORTS CORP.

Procedures for Obtaining Warranty Service

RMA (Returning Merchandise Authorization) Policy:

If repairs are required, the customer must obtain a RMA number and provide proof of purchase. RMA and services are rendered by ALPINA only. Any shipping costs after 30 days (starting from the original date of purchase) on any item returned for repair is the customers' responsibility. All returned parts must have a RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without a RMA number written on the outside of the package. RMA numbers are only valid for 30 days from the date of issue.

Should you have any problems with your product, please follow these procedures to obtain the service:

1. If the product must be repaired, a RMA number (Return Merchandise Authorization Number) will be issued for shipment to our repair department. ALPINA will not accept any shipments without a RMA number.
2. Pack the product(s) in its original box or a well-protected box. ALPINA will not be responsible for shipping damage/loss of any product outside the original 30-day ALPINA -paid service period. It is very important that you write the RMA number clearly on the outside of the package. Ship the product(s) to:

ALPINA - Customer Service Center

***RMA# _____
93 Etna Rd
Lebanon, NH 03766***

3. Upon receiving the item, ALPINA will repair or replace your item (at ALPINA's discretion) and will ship it back to you within 2 weeks (dependent on parts availability) via ground shipping or USPS.
4. Cross-exchange (Parts only): You will need to provide a valid credit card number as a deposit guarantee when the RMA number is issued. Once approval has been obtained on your credit card, the part(s) will be shipped UPS. You will need to ship defective part(s) back to ALPINA within 15 days to avoid charges to your credit card. If such charges are incurred, the shipped part(s) will be billed at the then current price.
5. ALPINA will pay for shipping to and from the customer only within the first thirty days following the original product ship date. Following this 30-day period all shipping fees both for under warranty and post warranty repairs are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from shipping as well as all responsibility to pursue remuneration for such issues with their selected carrier.

(cont)

ALPINA SPORTS CORP.

After Warranty – Post Warranty Repair

For post warranty repair, the procedure is the same as outlined above for RMA and shipping. However, you are responsible for shipping charges both ways, current labor (\$75 per hour if not under warranty), and the current price of part(s) used in repair.

Customer Service:

CUSTOMER SERVICE INFO: 800-425-7462

EMAIL: info@alpinasportsus.com

WARRANTY EXCLUSIONS

ALPINA is not responsible for any loss of work (“down time”) caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse. **ALPINA** has the option of voiding the warranty if anyone other than an **ALPINA** technician attempts to service the product. Under no circumstances will **ALPINA** be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. **ALPINA** will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. **ALPINA** makes every effort to make sure all information on our website is correct.