



Outfitter Satellite, Inc.

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615-889-8833

Optional 2-Year Extended Warranty

2-YEAR EXTENDED WARRANTY: An Iridium 9575 Extreme, Iridium 9555, Iridium GO! or ACR Bivy® Stick purchased from Outfitter Satellite is hereafter referred to as the "Product". Whether the Product is purchased new or used there is a 1-Year Limited Warranty with the same coverage terms as the OEM (Original Equipment Manufacturer) Limited Warranty that covers manufacturing defects that present themselves during the first 365 days after the date of purchase. Purchase of an optional 2-Year Extended Warranty is available only on the date of purchase of the Product and extends the same coverage terms as the OEM Limited Warranty for the first 730 days after the date of purchase. ***If there is no claim against the 2-Year Extended Warranty within the warranty period, the amount paid for the 2-Year Extended Warranty can be used towards a subsequent single purchase of equipment from Outfitter Satellite as long as the single purchase exceeds \$750 and occurs within 5 years of the original purchase.***

WHAT IS NOT COVERED:

- The 1-Year Limited Warranty and 2-Year Extended Warranty are limited to components of the Standard Kit included with a Product and do not apply to any other items that may have been purchased at the same time as the Product, e.g. docking stations or mast antennas, that are not part of the Standard Kit of the Product.
- There is no warranty coverage for defects or damage that would not be covered by the OEM Limited Warranty. Without limitation, none of the following are covered: defects or damage that results from improper operation or storage (as described in the User Manual for the Product), misuse or abuse, accident or neglect, exposure to or contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat or spills of food, use of the Product for abnormal purposes; stretching or breaking or sharply bending coil cords or other cables, breaking modular tabs on coil cords or cables, damage due to bending or crushing a component, breakage or damage to antennas or scratches or other damage to plastic surfaces or other externally exposed parts caused through use of the Product. Only batteries whose fully charged capacity falls below 80% of rated capacity and batteries that leak are covered, and in particular the following are not covered: any battery that is charged by other than an Iridium-approved battery charger; any battery which has seals that are broken or shows evidence of tampering; any battery used in equipment other than the Product; or any battery charged and stored at temperatures greater than 60°C.

WARRANTY PROCESS: The customer must complete an RMA Form and receive approval from Outfitter Satellite before returning any product to us. In many cases our technical support staff can resolve issues without the need of returning the product. Outfitter Satellite reserves the right to repair or replace any item with a similar used or refurbished part at its own decision to satisfy the warranty. The customer pays for shipment to Outfitter Satellite, but **return shipping via Federal Express 2-business-day delivery is covered** for all warranty repairs to all continental US addresses. Additional shipping charges apply for overnight return shipping or return shipping to Alaska and Hawaii. The customer must provide a US return address on the RMA form; international return shipment will not be allowed. In the event that the OEM repair facility determines "no fault found" or that the needed repair is not a warranty repair, return shipping costs will be billed to the customer.

WHERE IS THE OEM LIMITED WARRANTY DOCUMENTATION FOR MY PRODUCT?

Links to the OEM Limited Warranty for each type of Product are provided below:

- **Iridium 9575 Limited Warranty is included in its User Manual:**
https://www.outfittersatellite.com/assets/images/PDF/iridium_extreme_9575_user_manual.pdf
- **Iridium 9555 Limited Warranty is included in its User Manual:**
https://www.outfittersatellite.com/adobe/WAR_Iridium_GO_LegalBooklet.pdf
- **Iridium GO! Limited Warranty is included in the Iridium GO! Legal Information Booklet:**
https://www.outfittersatellite.com/adobe/WAR_Iridium_GO_LegalBooklet.pdf
- **ACR Bivy® Stick Limited Warranty is included in its user guide:**
<https://www.outfittersatellite.com/adobe/ACR-Bivy-Stick-user-guide.pdf>