

GUARANTEES & WARRANTIES

30 DAY MANUFACTURER'S ELECTRONICS PERFORMANCE SATISFACTION GUARANTEE

Bird-X, Inc. guarantees the effectiveness of Bird-X electronic pest repelling products.

If your electronic device fails to address your pest problem as expected, please contact us within 30 days of purchase to arrange a return for refund, credit or an alternative solution. *Follow the Return Policy below.*

Bird-X, Inc.'s guarantee covers only those defects which arise as a result of normal use of the product, and do not apply to any product: (i) which has not been installed or maintained in accordance with any installation, operating or handling instructions provided by Bird-X, Inc., (ii) which has been altered or damaged by accident; (iii) which has been subjected to unusual physical stress, misuse, abuse, or negligence or (iv) which has been used other than in accordance with the product handling instructions. **NOTE: This Performance Guarantee applies only to electronic items purchased directly from Bird-X, Inc. If you purchased your Bird-X product through a distributor or retailer, other conditions apply. Please contact your vendor directly regarding their return policy. NO RETURNS ACCEPTED WITHOUT PRIOR AUTHORIZATION.**

30 DAY MANUFACTURER'S QUALITY GUARANTEE – ALL PRODUCTS

Bird-X, Inc. guarantees that its products are manufactured to specifications and free from defect at the time of purchase. Returns are accepted at Bird-X's discretion according to our Manufacturer's Warranty and Limited Performance Guarantee. Proof of purchase is required. Warranty covers cost of replacement product only. Installation of material is not covered under warranty.

Bird-X, Inc.'s guarantee covers only those defects which arise as a result of normal use of the product, and do not apply to any product: (i) which has not been installed or maintained in accordance with any installation, operating or handling instructions provided by Bird-X, Inc., (ii) which has been altered or damaged by accident; (iii) which has been subjected to unusual physical stress, misuse, abuse, or negligence or (iv) which has been used other than in accordance with the product handling instructions.

6 MONTH MANUFACTURER'S WARRANTY AGAINST MATERIAL DEFECTS – ELECTRONIC PRODUCTS

All electronics products are covered under our manufacturer's warranty against defects in materials and workmanship for a period of six months from the shipping date. Bird-X will either replace or repair the defective unit. An extended warranty is also available. **Proof of purchase is required. Warranty covers cost of replacement product only. Installation of material is not covered under warranty.**

RETURN POLICY: Returns are accepted at Bird-X's discretion according to our Manufacturer's Performance Guarantee, our 6 Month Warranty, AND the following conditions: 1) **in all cases and for all returns for any reason, please contact Customer Service to obtain an RGA (Returned Goods Authorization).** Otherwise, your return may be delayed or rejected. 2) Product must be returned in clean, saleable condition at purchaser's expense. 3) Returning goods are shipped at purchaser's risk. For your protection, please insure your package and use a trackable shipping service. 4) Invoice Packing List or Receipt **MUST** be included in package. 5) Pack unit securely and clearly write RGA# with shipping address. 6) RGA# should be included on both the package and enclosed paperwork.

5 YEAR MANUFACTURER'S WARRANTY AGAINST MATERIAL DEFECTS – PLASTIC SPIKES

Bird-X, Inc. polycarbonate (plastic) spikes are manufactured to the highest quality standards of durable materials and are guaranteed to be free from defect for 5 years under normal use.

Proof of purchase is required. Warranty covers cost of replacement SPIKES product only. Installation of material is not covered under warranty.

Bird-X, Inc.'s warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any product: (i) which has not been installed or maintained in accordance with any installation, operating or handling instructions provided by Bird-X, Inc., (ii) which has been altered or damaged by accident; (iii) which has been subjected to unusual physical stress, misuse, abuse, or negligence or (iv) which has been used other than in accordance with the product handling instructions.

10 YEAR MANUFACTURER'S WARRANTY AGAINST MATERIAL DEFECTS – STAINLESS STEEL SPIKES

Bird-X, Inc. stainless spikes are manufactured to the highest quality standards of durable materials and are guaranteed to be free from defect for 10 years under normal use.

Proof of purchase is required. Warranty covers cost of replacement SPIKES product only. Installation of material is not covered under warranty.

Bird-X, Inc.'s warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any product: (i) which has not been installed or maintained in accordance with any installation, operating or handling instructions provided by Bird-X, Inc., (ii) which has been altered or damaged by accident; (iii) which has been subjected to unusual physical stress, misuse, abuse, or negligence or (iv) which has been used other than in accordance with the product handling instructions.

10 YEAR MANUFACTURER'S WARRANTY – PE-PLUS PREMIUM GRADE BIRD NET

Bird-X, Inc. PE-Plus Premium Grade Bird Net is manufactured to the highest quality standards of durable materials and is guaranteed to be free from defect for 10 years under normal use.

Proof of purchase is required. Warranty covers cost of replacement PE-Plus Premium Grade BirdNet product only. Installation of material is not covered under warranty.

Bird-X, Inc.'s warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any product: (i) which has not been installed or maintained in accordance with any installation, operating or handling instructions provided by Bird-X, Inc., (ii) which has been altered or damaged by accident; (iii) which has been subjected to unusual physical stress, misuse, abuse, or negligence or (iv) which has been used other than in accordance with the product handling instructions.

Your satisfaction is important to us. Since 1964, Bird-X, Inc. has helped countless corporate & institutional customers and homeowners solve their pest bird & animal problems – safely and humanely. We are proud of our products and reputation. Please contact Customer Service to answer any questions, for help in resolving any issues or problems, and prior to returning any item for any reason.

EXTENDED WARRANTY FOR ELECTRONIC PRODUCTS

Extends original manufacturer's warranty from 6 months to 30 months.

Call for price

- **Extended warranty protection:** for long-term protection, Bird-X offers an Extended Warranty. This will cover the cost of any needed repairs to, or replacement of, your unit for two years beyond the original 6-months, under normal usage, for a total covered period of thirty months from first purchase. 'Normal Usage' means when correctly installed, maintained and protected from deliberate or accidental catastrophic damage.
- **The cost of the Extended Warranty is payable at the time of purchase.** Bird-X will keep your product information on file, including details of the unit you have purchased. If multiple units are ordered at one time, an Extended Warranty must be purchased for each unit in order to receive service in the future.
- **Obtaining Service under your Extended Warranty:** Should your unit require servicing, you must first contact Bird-X to authorize and arrange for return of the unit. You may call toll-free 800.662.5021 (international customers call +1 312.226.2473).
- **When you receive authorization for repairs:** you may either bring your product in person or ship it (shipping/postage pre-paid and insured) with proof of product purchase (copy of original invoice, including purchase of Extended Warranty). Please reference your Returned Goods Authorization number, and include a short written description of the problem or malfunction.
- **Bird-X, Inc.** will repair or replace your unit: at its discretion, at no additional charge to you, and return to you with shipping paid and insured on the return shipment from Bird-X, for customers within the United States and Canada. (Customers in all other countries must pay for shipping both ways in order to receive service under the terms of this Warranty.)



EXTENDED WARRANTY

300 N. Oakley Blvd
Chicago, IL 60612
Tel: 312 226-2473
Fax: 312 226-2480

Web Page:
www.bird-x.com
E-Mail:
sales@bird-x.com

Customer _____ Customer # _____ Unit _____

Date of Purchase _____ Warranty valid thru _____ Single unit
 Multiple units _____ of _____

Congratulations on your purchase of an electronic bird repeller from Bird-X, Inc. Your unit should give you years of trouble-free operation. However, should the unit fail in normal use, this Extended Warranty offers you full protection for a period up to thirty months from the date of first purchase.

Please keep it in a safe place and refer to the instructions below before returning your unit for repair or service.

Your Warranty

Electronic bird repelling products from Bird-X, Inc. carry a *6-month original manufacturer's guarantee* to be free from defects in manufacture. If your electronic bird repeller fails to operate during normal use within this covered period, Bird-X, Inc. will repair or replace the unit at its discretion. **Your Extended Warranty covers the cost of any needed repairs to, or replacement of, your unit for two years beyond the original 6 months, under normal usage, for a total covered period of thirty months from first purchase.** 'Normal Usage' means when correctly installed, maintained and protected from deliberate or accidental catastrophic damage. Bird-X will keep your product information on file, including details of the unit you have purchased. **If multiple units are ordered at one time, an Extended Warranty must be purchased for each product in order to receive service in the future.**

Obtaining Service under your Extended Warranty.

Should your unit require servicing, you must first contact Bird-X to authorize and arrange for return of the unit. You may call toll-free 800 662-5021, or from outside the US and Canada, 312 226-2473.

When you receive authorization for repairs, you may either bring your product in person or ship it (postage pre-paid and insured) with proof of product purchase (copy of original invoice, including purchase of Extended Warranty). Please reference your Returned Goods Authorization number, and include a short written description of the problem or malfunction.

Bird-X, Inc. will repair or replace your unit, at its discretion, at no additional charge to you, and return to you with *postage paid and insured on the return shipment from Bird-X only, for customers within the United States and Canada.* Customers in all other countries must pay for shipping both ways in order to receive service under the terms of this Warranty.

Special Exclusions

This Extended Warranty covers your unit *under normal operation in all normal circumstances.* It does not cover malicious or catastrophic damage due to conditions beyond our control, such as damage due to improper installation; failure to follow manufacturer's recommendations for proper power supply & installation; improper electrical supply or power surge; dropped product; theft, abuse, misuse, vandalism, fire, or natural disaster such as hurricane or flood. If your warranted product is found to have failed due to any of these excluded conditions, we will notify you of the cost to repair or replace the unit.

This Extended Warranty applies to all qualified returns within the United States and Canada, and certain other countries by prior agreement. You may have other rights under state law beyond those listed here.

For Bird-X, Inc. _____ # _____