

Warranty Information

LIMITED WARRANTY (UNITED STATES AND CANADA)

Midland Radio Corporation will repair or replace, at its option without charge, subject to the exclusions set forth below, any Midland GMRS/FRS Two-Way Radio transceiver which fails due to a defect in material or workmanship within THREE years following the initial consumer purchase.

This warranty does not apply to water damage, battery leak or misuse, use of unauthorized accessories, unauthorized service or modification or altered products. Accessories have a 90 day warranty from date of purchase, including antennas, batteries, chargers, and earphones.

This warranty does not include the cost of labor for removal or re-installation of the product in a vehicle or other mounting.

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PUPOSE, SHALL BE LIMITED AS SET FORTH HERIN AND TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT AS AND IS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MIDLAND BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING BUT NOT LIMITED TO NEGLIGENCE, BODILY INJURY, PROPERTY DAMAGE AND DEATH) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OF PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

For Product Purchased in the USA:

Performance of any obligation under this warranty may be obtained by returning the defective product, prepaid freight, along with proof of purchase to:

Midland Radio Corporation

Warranty Service Department

5900 Parretta Drive

Kansas City, MO 64120

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

Note: The above warranty applies only to merchandise purchased in the United States of America or any territories or possessions thereof, or from a U.S. Military exchange.

For Product Purchased in Canada:

Performance of any obligation under this warranty may be obtained by returning the warranted product, along with proof of purchase, to your place of purchase in Canada.

This warranty gives you specific legal rights. Additional warranty rights may be provided by law in some areas within Canada.

SERVICE AND TECHNICAL SUPPORT

If you have a problem which you believe requires service, please first check the FAQ section of this website, check your Owner's Manual, or call and speak with a service technician. Many problems can be remedied without returning the unit for service. If necessary, return as follows:

1. Pack the unit in its original box and packing. Then pack the original box in a suitable shipping carton. Caution: Improper packing may result in damage during shipment.
2. Include the following:
 - a. Full description of any problems
 - b. Daytime telephone number, name & address
3. For warranty service include a photocopy of the bill of sale from an authorized dealer or other proof of purchase showing the date of sale.
4. You do not need to return accessory items (AC/DC Adapter, Batteries, and Owners Guide) unless they might be directly related to the problem.
5. Repairs not covered by warranty or units that are over **THREE** years old are subject to a repair fee. Please call for a quote on repair service cost at 816-241-8500. Send only cashier's check, money order, Master Card or Visa card number.

For Technical Support Contact:

Midland Radio Corporation

5900 Parretta Drive

Kansas City, Missouri 64120

Phone: (816) 241-8500

Fax: (816) 241-5713

E-mail: mail@midlandradio.com

Web site: www.midlandusa.com

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.