

DUPLEX **WARRANTY**



GLOBALSTAR DUPLEX LIMITED WARRANTY

(ENGLISH- NORTH AMERICA)

Please be aware that Globalstar duplex products and accessories are covered by the following Globalstar USA, LLC warranty in the U.S. and Globalstar Canada Satellite Co. warranty in Canada and are subject to its terms and conditions. Complete terms and conditions for Service are available separately at [Globalstar.com/Terms](https://www.globalstar.com/terms)

Globalstar USA and Globalstar Canada Satellite Co. (herein after referred to as Globalstar) offers you a limited warranty that the enclosed product (the "Product") will be free from defects in material and workmanship under normal use and service for a time specified below from the date of sale of the Product to you, provided that you are the original end-user purchaser of the Product and provided that your purchase was made from a Globalstar authorized supplier. Transfer or resale of a product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. The warranty time period for the Product is as follows:

- **Portable Phone: one (1) year**
- **Fixed Phone: one (1) year after installation***
- **Satellite Wi-Fi Hotspot: one (1) year**
- **Replaceable Batteries: six (6) months**
- **Car Kits: ninety (90) days after installation***
- **Accessories: ninety (90) days**
- **Carrying Cases: defect free at time of shipment**

*Installation will be deemed to be no later than thirty (30) days from the date of the sale of the Product to you.

Globalstar shall, at its sole absolute discretion, either repair or replace a Product with a new or a rebuilt unit (which unit may include new and/or reconditioned parts or boards of similar quality and functionality) if found by Globalstar to be defective in material or workmanship, or if Globalstar determines that it is unable to repair such Product, provided that the subject Product (i) is returned to a Globalstar authorized service center within the warranty period, and (ii) is accompanied by a proof of purchase in the form of a bill of sale or receipted invoice which evidences that the subject Product is within the warranty period (Proof of Purchase). All replaced or refunded Products or parts will become the property of Globalstar.

This limited warranty does not cover and is void with respect to the following: (i) a product which has been improperly installed, repaired, maintained or modified; (ii) a Product which has been subject to misuse (including a Product used in conjunction with hardware electrically or mechanically incompatible or used with accessories not supplied or approved by Globalstar), abuse, accident, physical damage, abnormal operation or operation contrary to furnished instructions or warnings, improper handling, neglect, exposure to fire, water or excessive moisture or dampness or extreme changes in climate or temperature; (iii) Products operated outside published maximum ratings; (iv) cosmetic damage; (v) damage to antennas unless caused directly

by defects in materials or workmanship; (vi) coil cords and control cables that are stretched, pinched, or have the modular tab broken; (vii) Products on which warranty stickers or Product serial numbers have been removed, altered or rendered illegible; (viii) customer instruction; (ix) cost of installation, removal or reinstallation; (x) signal reception problems (unless caused by defects in materials or workmanship); (xi) damage as a result of fire, flood, or other acts of God or other acts which are not the fault of Globalstar and which the Product is not specified to tolerate, including but not limited to damage caused by mishandling, shipping or blown fuses; (xii) consumables (such as fuses); or (xiii) any Products which have been opened, repaired, modified or altered by anyone other than Globalstar or a Globalstar authorized service center.

USE WITH ACCESSORIES NOT SUPPLIED BY GLOBALSTAR OR OTHERWISE NOT EXPRESSLY AUTHORIZED BY GLOBALSTAR MAY BE DANGEROUS AND MAY VOID THE PRODUCT WARRANTY.

GLOBALSTAR SPECIFICALLY DISCLAIMS LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR ANTICIPATED PROFITS ARISING OUT OF USE OF OR INABILITY TO USE ANY PRODUCT (FOR EXAMPLE, EXTRA AIRTIME CHARGES DUE TO THE MALFUNCTION OF A PRODUCT).

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To obtain warranty service, please call the following telephone number toll free anywhere in the continental United States and Canada: 1-877-GLBLSTAR (1-877-452-5782)