

RETURN INFORMATION

All returns require prior authorization and a Return Merchandise Authorization Number (RMA #) obtained by calling our Customer Care Department at (800) 368-9700.

A defective product or product received incorrectly due to an error on Premier Mounts's part will be credited to your account in full or a replacement product will be shipped to you.

All product returns will be inspected for signs of use and missing contents, such as components, packaging, hardware, and installation manuals. The product must be in New Condition & Suitable for Resale to be eligible for credit back to your account. A restocking fee applies to all returns as outlined below.

RESTOCKING FEE

0 – 30 Days from Purchase – 15% Restocking Fee

The number of days is calculated from the date Premier Mounts invoiced the reseller for the product. Return requests will not be approved after 30 days from date of invoice.

An RMA number is valid for 30 days.

Unless specified in a separate agreement, products must be returned within 30 days of issuance of the RMA #.

Note: Custom-made products or any special-order product made for a specific customer, including OEM/private label products, are not eligible for return.

WARRANTY INFORMATION

Premier Mounts is proud to offer a limited warranty on all Premier Mounts products.

Premier Mounts warrants to the purchaser and original end-user of any Premier Mounts product that it will be free from defects in materials and workmanship for the applicable warranty period (as provided in the table below). The warranty on Premier Mounts products applies only to products purchased from an authorized Premier Mounts reseller unless otherwise prohibited by law. Premier Mounts reserves the right to reject warranty claims from purchasers for products purchased from unauthorized sellers including but not limited to unauthorized internet sites.

The remedies for a defect in material or workmanship are limited to repairing or replacing any non-conforming product.

MOUNT UP.

WARRANTY INFORMATION (CONT.)

Premier Mounts will repair or replace, without charge, any Premier Mounts product that does not conform to its warranty only if a Reseller or an original end-user gives us notice of a defect in material or workmanship within the warranty period stated below:

PRODUCT TYPE	WARRANTY PERIOD
ARTICULATING MOUNTS	LIMITED LIFETIME WARRANTY
TILT MOUNTS	LIMITED LIFETIME WARRANTY
CARTS & STANDS	LIMITED LIFETIME WARRANTY
PROJECTOR MOUNTS	LIMITED LIFETIME WARRANTY
SYMMETRY MOUNTS	LIMITED LIFETIME WARRANTY
LMV SERIES MOUNTS	LIMITED LIFETIME WARRANTY
CEILING MOUNTS	LIMITED LIFETIME WARRANTY
ROTATING MOUNTS	LIMITED LIFETIME WARRANTY
NON-ELECTRICAL ACCESSORIES	LIMITED LIFETIME WARRANTY
POINT OF SALE PRODUCTS	5 YEARS
ELECTRICAL ACCESSORIES (GEARBOXES, IN-WALL BOXES)	5 YEARS
OUTDOOR MOUNTS	5 YEARS
CONVERGENT DVLED MOUNTS	3 YEARS
CUSTOM & SPECIAL-MADE PRODUCTS	1 YEAR

MOUNT UP.

WARRANTY INFORMATION (CONT.)

Any failure of any Premier Mounts product due to damage or misuse, such as excessive force, improper installation, cosmetic wear, exposure to liquid spills, moisture (non-outdoor products), application of power more than specified rating, theft, fire, or natural disaster is not covered by this warranty. The warranty is void on electronic products if the warranty label is removed or altered.

Premier Mounts will not be responsible for any incidental, consequential (including loss of business or profits), or punitive damages due to the failure of a Premier Mounts product. Incidental, consequential, and punitive damages are excluded from this limited warranty. The foregoing warranty is limited. There are no other warranties, express or implied, which extend beyond the description of the warranties on the face hereof, including but not limited to the implied warranties of fitness and merchantability.

FURTHER EXCLUSIONS INCLUDE:

- + Any product in which the defects or damage to the product result from the use of repairs, parts, or accessories not approved, made, or supplied by Premier Mounts.
- + Any product showing evidence of misuse, abuse, or accidental damage during installation.
- + Any product in which the defects or damage to the product result from improper storage, water, or other liquids, or battery leakage.
- + Any product having defects or damage resulting from improper or inadequate maintenance by the customer.
- + Any product that has been subjected to improper installation, application, operation, or exposure beyond normal use within the specified operational and environmental parameters outlined in the applicable product specification. Some examples include, but are not limited to:
 - *Unusual physical stress*
 - *Outdoor use of a product not explicitly stated as intended for outdoor use shall void the warranty*
 - *Use beyond rated capacity*
 - *Use of the incorrect power supply or modified power supply*
 - *Incorrect voltage connection*
 - *Electrical stress*
 - *Any product with cosmetic issues such as rusting, corrosion, fading, discoloration, or natural deterioration.*
 - *Any product with corrosion or rusting caused by damaged, scratched, or chipped paint or other surfaces.*
 - *Any product with damage due to environmental factors such as wind-blown sand, or corrosive airborne contaminants from industrial or natural sources.*
 - *The limited warranty for wall and ceiling mounts is void if the mount is moved from its initial installation.*

MOUNT UP.

END-OF-LIFE POLICY

PRODUCT LIFE CYCLE OVERVIEW AND EOL NOTIFICATIONS

Periodically, Premier Mounts may find it necessary to discontinue products. Premier Mounts is committed to making the transition from such products to alternative offerings as simple as possible. As part of this, when a product reaches its end of life (EOL), Premier Mounts will move to label the product appropriately on our website. Premier Mounts will include the initial EOL notification and the Last Order Date (LOD), as described below.

Resellers may continue to purchase products up until the LOD. Premier Mounts will honor our Limited Lifetime Warranty if it is purchased no later than the LOD. In the event that a product or its parts are no longer available during the warranty period, Premier Mounts will replace the item with a comparable product if available.

SEE CURRENT LIST OF DISCONTINUED PRODUCTS BELOW:

PART	REPLACEMENT
BAL-IFP	NO REPLACEMENT
BAL-W-4002	NO REPLACEMENT
CTM-MAC2	REPLACED WITH 7170-1009-00 & 7170-1009-01
ECM-MAC2	REPLACED WITH 7170-1009-00 & 7170-1009-01
PFDM1	REPLACED BY PFDM2
PMPB	REPLACED WITH 7170-1009-00 & 7170-1009-01
PP-4	NO REPLACEMENT
PP-FCMA	REPLACED BY PP-FCTA

END-OF-LIFE POLICY (CONT.)

(CONTINUED) CURRENT LIST OF DISCONTINUED PRODUCTS BELOW:

PART	REPLACEMENT
PP-FCMA-QL	REPLACED BY PP-FCTA-QL
PP-HDFCP	NO REPLACEMENT
PSD-SHB	REPLACED BY 7170-1004-00
PSD-SHLF	REPLACED BY 7170-1004-10
PSD-SPA	NO REPLACEMENT
PTDM1	REPLACED BY PTDM2
SYM-DB-TB	SYM-DB-TA
SYM-UR-CS-55	SYM-UR-CS-46

**Questions or need more information?
No problem, we're here to help!**

Call us at, 1.800.368.9700

Email us at, ORDERS@PREMIERMOUNTS.COM

Visit PREMIERMOUNTS.COM to see our complete line of AV solutions and hang with us on social media at, [@PREMIERMOUNTS](https://www.instagram.com/premiermounts)

We look forward to hanging with you! MOUNT UP.

PREMIER MOUNTS
500 W Central Ave, Suite A
Brea, CA 92821



a GAMBER JOHNSON company

