Service Information Letter - Warranty Terms

Customers who did **not** purchase their defective RAM Mounts product from RAM Mounts Germany GmbH should contact the retailer from whom they purchased it. The following **warranty terms** apply to all customers of RAM Mounts Germany GmbH:

The manufacturer - National Products Inc. - provides a **limited lifetime warranty** on its products.

The warranty and product liability are limited to RAM mounts and components. The warranty does not cover third-party devices that are or have been mounted on or attached to a RAM mount, such as a phone, tablet, GPS device, computer, camera or other device.

This warranty does not apply to products or parts that have been misused, worn out, heated, ground down or otherwise modified, used for a purpose other than their intended purpose, or used in a manner inconsistent with the operating instructions.

All **electronic components** and all wear items, such as suction cups, foam components and rubber feet or fingers, are excluded from the limited lifetime warranty.

All electronic components are covered by a warranty period of **three (3) years** from the date of purchase (as shown on the proof of purchase).

Replacement wear items can be purchased from our specialist retailers or our online shop.

When ordering and receiving bulk packaging, please note that the loose packing method may occasionally result in scratches or scuffs on the parts. Any claims based on cosmetic defects are therefore excluded in advance!

Important information on warranty claims:

Please contact our customer service team **exclusively by email** to initiate a repair procedure. Customers of RAM Mounts Germany are generally entitled to have defect claims handled free of charge.

Please send a description of the fault or a photograph of the defect, the product part number, proof of purchase (a copy of the invoice) and your contact details to:

Email: rma@rammounts.de

You will receive a unique **RMA number** (Return Material Authorisation) together with the relevant shipping instructions.

Please note that **without a unique RMA number**, we cannot accept returns or **process service cases!**

We aim to handle every service case as promptly and helpfully as possible.

Thank you for your trust in RAM Mounts products.

Berlin, June 2022

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