

Warranty Information

Register your product to get the most out of your warranty.

Radio Systems Corporation is the industry leader in Consumer Pet Electronics; products are marketed under the PetSafe®, Innotek®, Invisible Fence®, Guardian®, Staywell® and SportDOG® brands. Radio Systems Corporation and its authorized resellers (who display the appropriate sanctioned logos) only sell new products in original packaging. Products purchased from unauthorized sellers, including unauthorized Internet sites, as well as used, refurbished, “as-is”, or products not in their original packaging will not be covered by our warranty, or any consumer support..

We are committed to consumer satisfaction. To that end Radio Systems Corporation cautions consumers from purchasing any product other than product in its original packaging or specially marked refurbished packaging or any product from someone who is not an authorized dealer of Radio Systems products.

Proof of Purchase from an authorized dealer must be provided to our customer care center before a warranty claim can be honored. For your convenience, you may register your product and provide proof of purchase immediately after your purchase. Thereafter, proof of purchase will not be required to fulfill a warranty claim. Products may be registered at www.petsafe.net/register-product. Proof of purchase is accepted via e-mail (receipt@petsafe.net), fax or traditional mail. Proof of purchase is defined as the sales receipt, or copy of the sales receipt.

Fax: 800-332-7942

Mail:

Attn: Customer Care Center/POP
Radio Systems Corporation
10427 PetSafe Way
Knoxville TN 37932

ONE YEAR NON-TRANSFERABLE LIMITED WARRANTY

WHAT IS COVERED: Radio Systems Corporation, owner of the PetSafe Brand, (hereinafter referred to as “PetSafe”) warrants to the original retail consumer purchaser who purchased a PetSafe product from an authorized dealer of PetSafe products, and not any other purchaser or subsequent owner, that its PetSafe product, when subject to normal and proper residential use, will be free from defects in material or workmanship for a period of one (1) year from the purchase date. An “original retail consumer purchaser” is a person or entity who originally purchases the product, or a gift recipient of a new product that is unopened and in its original packaging. When serviced by PetSafe Customer Service, PetSafe covers labor and parts for the first year of ownership; after the first year, a service or upgrade charge will apply relative to replacement of the product, with new or refurbished items at PetSafe’s sole discretion. The limited warranty is non-transferable and shall automatically terminate if the original retail consumer purchaser resells the PetSafe product or transfers the property on which the PetSafe product is installed. In the event of defect, these are your exclusive remedies.

PROPER PRODUCT USE: This product is designed only for use with domesticated animals; do not use this product for any other purpose. However, the specific temperament of your animal may not work with this product. We recommend that you do not use this product if your animal is aggressive. If you are unsure whether this product is appropriate for your animal, please consult with your veterinarian or certified trainer before you use this product. Please see the instruction manual for additional important information.

WHAT IS NOT COVERED: This non-transferable limited warranty does not apply to products purchased from unauthorized sellers, including unauthorized Internet sites. In addition, this non-transferable limited warranty does not provide protection against, and PetSafe will have no liability under this non-transferable limited warranty for any damage to or defects in the products caused by any animal, loss of product(s), failure, defect or damage caused by events and situations beyond normal residential exposure conditions, including, but not limited to: commercial use, misuse, abuse, neglect, improper installation or installation not in accordance with PetSafe’s instructions, use of non-PetSafe accessories, impacts of foreign objects, acts of God, abnormal or improper use, improper storage, attempted repair or service by anyone other than PetSafe Customer Service, accident, alteration, defects in or failure of the surface the PetSafe product is installed in or upon, discoloration or other damage caused by pollution, sunlight, other environmental conditions, mold, dirt, mildew, or exposure to harmful chemicals and any other cause not involving manufacturing defects in the PetSafe product.

Under no circumstances will PetSafe be liable for any non-PetSafe labor charges or any expenses whatsoever in connection with the removal, repair or installation of either the original or replacement component(s) relative to in-ground fence installation, kennel installation, pet door installation and other permanent, semi-permanent, or fixture type installations on the retail consumer purchaser's property.

REGISTERING THE PRODUCT: Within thirty (30) days of purchase, please go to www.petsafe.net/register-product to register your purchase. A sales receipt from an authorized dealer of PetSafe products shall be required to obtain warranty coverage. Please keep this information in a safe place.

MAKING A WARRANTY CLAIM: To obtain warranty service, call the PetSafe Customer Care center. In the United States or Canada, 1-800-732-2677; in Australia, 1800 786 608; in New Zealand, 0800 543 054.

Pursuant to this non-transferable limited warranty, PetSafe will replace the part with a new or refurbished part. This non-transferable limited warranty will then apply to either the new or refurbished part for the remainder of the original non-transferable limited warranty period.

DISCLAIMERS: Replacement as provided under this non-transferable limited warranty is the exclusive remedy of the consumer. Neither labor to remove the part nor labor to install the refurbished or replaced part is covered.

This non-transferable limited warranty is in lieu of all other express warranties. PetSafe expressly disclaims and excludes all other warranties, express or implied, including without limitation, the warranties of merchantability and fitness for a particular purpose. PetSafe also disclaims and excludes all liability for incidental, consequential, punitive, direct, indirect, special or any other damages arising out of or connected with the purchase, use or misuse of this product or for the breach of any express or implied warranties or breach of contract or otherwise. Purchaser assumes all risks and liabilities from the use or misuse of this product. PetSafe does not authorize any other person or agent to make any other express or implied warranties.

Furthermore, PetSafe will not be liable for any loss, damage or injury resulting from delay in delivery of replacement parts or for any failure by PetSafe to perform covered repair work due to circumstances beyond PetSafe's control.

GOVERNING LAW: This non-transferable limited warranty shall be governed by the law of the State of Tennessee, U.S.A., and by the laws of the United States of America, excluding their conflicts of laws principles. Furthermore, the United Nations Convention on Contracts for the International Sale of Goods is hereby excluded in its entirety from application to this non-transferable limited warranty. Jurisdiction and venue shall be exclusive to the courts of Knox County, Tennessee.

These warranties give you specific legal rights, and you may also have other rights that vary from state to state or country to country. Some states or countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

PUMP WARRANTY: Fountain replacement pumps when purchased individually have a 90-day warranty.

NYLON PRODUCT WARRANTY: All nylon products can be replaced as a one time courtesy for a \$7.95 chew fee. Contact Customer Care to ask about a replacement.

Effective January 1, 2010

For purposes of this limited warranty, "PetSafe Certified Refurbished Products" means buy-back products, returned products, pre-owned products, and/or scratch & dent products that PetSafe has:

- Fully tested
- Refurbished by replacing any defective modules identified during testing
- Thoroughly cleaned and inspected
- Repackaged (including appropriate manuals, probes, wire, new boxes, etc.)
- Re-inspected prior to being sold

PetSafe Certified Refurbished Products may have small cosmetic blemishes. PetSafe warrants that each PetSafe Certified Refurbished Product will be free from defects in material or workmanship for a period of ninety (90) calendar days from the original date of purchase. During the warranty period, PetSafe will, at its option, replace with new or refurbished products or parts, any products or parts determined to be defective. In the event of a product defect, these are your only remedies. This warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

This limited warranty covers only product issues caused by defects in materials or workmanship during ordinary consumer use and does not cover product issues caused by any other reason, including, but not limited to, product issues arising out of or related to commercial use, acts of God, misuse, limitations of technology, or customer modification of any part of the PetSafe Certified Refurbished Product. This limited warranty does not cover consumables, such as treats, batteries, or fuses. This limited warranty is invalid if the factory-applied serial number has been altered or removed from the product. This limited warranty is valid only in the United States.

All express and implied warranties, including without limitation any implied warranties of merchantability and fitness for a particular purpose, are limited in time to the term of this limited warranty. No warranties, whether express or implied will apply after the expiration of the limited warranty period. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. Except as provided in this warranty and to the extent permitted by law, PetSafe is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

Exceptions: Wire Break Locator

The Wire Break Locator (RFA-50 and RFA-450) has a 90-day warranty.

Making a Warranty Claim

If you need assistance or to make a warranty claim, please contact our Customer Care Center for help in troubleshooting and, if necessary, to arrange a warranty repair for your product.