



90 Days Limited Warranty

Thank you for choosing Raidmax to provide for your needs, and welcome to the Raidmax community! We stand behind the quality of all of our products, and we want you to know that we're here to help you should you ever need assistance with your Raidmax purchase.

Be sure to keep your receipt, invoice, purchase order, or order confirmation in a safe place -- you'll need a copy of as a proof of purchase to be able to obtain warranty service.

What does my warranty cover?

Raidmax warrants that your product is free from defects in materials and workmanship, with the exceptions stated below. If your product is not operating properly due to a product defect, Raidmax will repair or replace your product according to the guidelines stated in this warranty policy.

What doesn't my warranty cover?

Your warranty doesn't cover the following:

- Misuse
- Accident
- Modification or alteration to hardware, including the removal of any Raidmax logos or brand identification
- Cut or spliced cables or wires
- Products that have been painted
- Wires coated in insulation, caulk, or other materials
- Tampering or unauthorized repairs
- Unsuitable physical or operating environment beyond product specifications
- Improper maintenance
- Incorrect power supplies being used with products
- Power fluctuations or surges – please be sure to use a surge protector
- Failure caused by a non-Raidmax product being used with your Raidmax products

How long does my warranty last?

From the date of purchase, your products will be covered by your warranty for ninety (90) days. Warranty service does not extend your warranty.

What will Raidmax do?

If your product stops operating properly within ninety (90) days of purchase, Raidmax will attempt to repair your product to like-new quality.

If your product can't be repaired, it'll be replaced with a new product of the same model.

If the same model isn't available, your product will be replaced with a similar model.

What if I'm missing an item from my kit, or I received something damaged?

Email or call technical support to let us know. We'll work quickly to correct the error, as we want you to have everything you need to be able to set your system up.