

XP WARRANTY AND NON-WARRANTY INFORMATION AND RETURN FORM

Please read the info below regarding XP's product warranty to confirm that the issue is covered and is eligible to be repaired/replaced under warranty. If you believe your issue with an XP product is covered under warranty then please fill out the form on the last page and email it along with a copy of the original sales receipt to both xpservicecenter@gmail.com and to aaproadd1975@att.net for return authorization.

If you are not sure if your issue is covered under this warranty you can contact the XP Service Center via email at xpservicecenter@gmail.com or call 774-519-0816. The service center will attempt to assist you in troubleshooting the issue and attempt to determine if the issue is covered under warranty.

XPLORER 5 YEAR LIMITED WARRANTY

XP Metal Detectors ensures a limited warranty of its detectors for 5 years parts and labor due to defects and/or hidden faults, from the date of purchase by the initial purchaser.

MI-6/MI-4 Pinpointers, Batteries, chargers and connectors carry a two-year parts and labor due to defects and/or hidden faults limited warranty

This parts and labor warranty does not cover:

- Damage caused by accident, fall or shock.
- Damage caused by abnormal use or due to non-compliance with the conditions of use prescribed in the instructions for use of the device.
- Use without coil covers or with defective coil cover.
- Handling of the electronic circuit carried out by an unauthorized person.
- Corrosion of circuitry due to negligence such as keeping the elements in a humid confined atmosphere or water ingress.
- Reduced battery life.
- Breakage of cables and wires.

Wear parts not covered by warranty:

- Coil covers,
- Headphone ear pads/foam,
- Elements of the coil attach hardware,
- Covers, hipmounts, pouches, backpacks and carrying cases.

HOW TO RETURN YOUR XP PRODUCT

If you have a warranty issue with your XP product within the first 30 days after initial purchase the XP Service Center will provide a return shipping label so product can be returned for inspection. After that 30 day period purchaser is responsible for all cost to ship product to XP Service Center for repair. The XP Service Center will cover the shipping cost to return repaired/replaced product deemed under warranty to purchaser. The purchaser is responsible for all shipping costs for non-warranty related repairs.

Here are the steps you must follow to submit your XP product for repair...

STEP 1. Complete the XP RETURN AUTHORIZATION FORM and email it along with a copy of the original sales receipt to both xpservicecenter@gmail.com and to aaproadd1975@att.net . Upon receipt of email the XP SERVICE CENTER will issue you a RETURN AUTHORIZATION NUMBER.

STEP 2. Leave coil covers on all coils and include external battery with HF Coils. Do not send stems/shafts with coils. Returned equipment must be sent in clean condition, free of all dirt and debris.

STEP 3. Please include a copy of the XP RETURN AUTHORIZATION FORM (add issued RMA number to form) and your original sales receipt for all warranty covered repairs in the package you will be using to return the XP Product.

STEP 4. Mark the outside of the return packaging with the XP Returns issued RMA number.

Once the above steps have been completed please ship the defective equipment to...

**XP SERVICE CENTER
ATTN CUSTOMER SERVICE
13 EDGEWATER AVE
SHREWSBURY MA 01545
PHONE: 774-519-0816**

AMERICAN DETECTOR DISTRIBUTORS LLC

XP RETURN AUTHORIZATION FORM

IF POSSIBLE RETURN PROCESS SHOULD BE HANDLED BY DEALER FOR THEIR CUSTOMER

DATE: ____/____/____ XP RETURNS ISSUED RMA NUMBER: _____

DEALERSHIP NAME: _____

DEALERSHIP PHONE & E-MAIL: _____

CUSTOMER NAME: _____

CUSTOMER PHONE: _____

CUSTOMER EMAIL: _____

CUSTOMER ADDRESS: _____

CUSTOMER DATE OF PURCHASE: ____/____/____ (*COPY OF RECEIPT IS REQUIRED*)

ITEM NAME(S) AND PART NUMBER:

ITEM SERIAL NUMBER (IF APPLICABLE): _____

REASON FOR RETURN/REPAIR/REPLACEMENT: _____

XP SERVICE CENTER USE ONLY BELOW THIS LINE

ACTION TAKEN: _____
