

Service Information Letter – Warranty Conditions

All customers who **did not** purchase a defective RAM® Mounts product directly at RAM Mounts Germany GmbH should contact their respective retailer. The following **warranty conditions** apply to all customers of RAM Mounts Germany GmbH:

The manufacturer – National Products Inc. – grants a limited lifetime warranty on its products.

The warranty and product liability is limited to RAM® holders and components. The warranty does not include third-party devices mounted or attached to RAM® holders such as phones, tablets, GPS, computers, cameras or other devices.

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

Excluded from this lifelong warranty are all electronic components as well as wear parts such as suction cups, foam components and rubber feet or fingers.

The warranty for those parts mentioned above is three (3) years from date of purchase (date of receipt).

Wear parts are available from our retailers or in our online shop.

For orders and deliveries of bulk packaging please note that due to loose packaging, scratches (scrapes) may occur. Any claims from optical defects are therefore excluded in advance.

Important Notes on Warranty Processing

In order to request a repair order please contact our customer support **only by e-mail**. Customers of RAM Mounts Germany are generally entitled to a free inspection of a defect.

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

E-mail: rma@rammounts.de

You will receive a unique **RMA number** (Return Material Authorisation) and the respective shipping instructions.

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

We aim to handle every service matter in a timely and customer-friendly manner.

Thank you for your trust in RAM® Mounts products.

Berlin, August 2022