

Insight® Mobile Solutions Product Warranty

Please note that the 1-year limited warranty applies to all Insight® Mobile Solutions products purchased on or after November 30, 2022. All products purchased before this date are subject to individual review.

To the original purchaser only, Marketlab warrants manufactured products of the Insight® Mobile Solutions product line to be free of defects in materials, workmanship and/or design under normal intended use and conditions for one (1) year from date of purchase on all parts, components, and materials.

If the product, its materials, components, or parts becomes defective within the one (1) year warranted period, Marketlab will issue replacement parts or replace the product as a whole (at our discretion) free of charge, including freight.

Replacement parts for *most* components are available for purchase should the purchaser need them after the one (1) year warranty time frame has passed, or if damage/defect is deemed excluded from warranty benefit.

Custom Products

Customized mobile solutions products manufactured at Marketlab Manufacturing, are warranted to the original purchaser to be free from defects in material, parts, and workmanship for one (1) year from the date of receipt.

Electronic Components

Electronic components and subassemblies are warranted to the original purchaser to be free from defects in material, parts, and workmanship for one (1) year from the date of receipt.

This warranty is applicable only to the original purchaser. Any subsequent purchasers receive the product “as is” and without any benefit of the original manufacturer’s warranty. Warranty includes replacement of parts, components, materials, and/or product only. Any labor or installation charges are the responsibility of the purchaser. Replacement parts, components and/or products are not to exceed the original invoice price during the warranty period. Replacement parts, materials and/or products do not extend the original warranty period.

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This warranty does not include the following:

- Acts of nature
- Improper installation
- Failure to properly maintain
- Abuse or misuse of product
- Consequential or incidental damage incurred by purchaser
- Unauthorized aftermarket modifications or alteration
- Expected wear due to normal, intended use
- Exposure to extreme heat, moisture, and/or load

For warranty claims on Insight® Mobile Solutions products, please:

- Contact a Customer Care Representative at 1 (866) 237 3722
- Provide a detailed description and pictures of damage or defect, wherever possible
- Provide original purchase order number

For questions about our warranty, please contact Customer Care at 1 (866) 237 3722 or service@marketlab.com