

### ARP Control Satisfaction Return Policy & Warranty

**Happy Campers:** We at ARPC LLC want our customers to be satisfied. If the original purchaser is not satisfied with the ARP Control, and has met all requirements in this document, the entire ARP Control kit may be returned for a refund or replacement not to exceed the original purchase price of the control within 45 days of the original purchase date of the product. We request all our customers make a *good faith effort* to resolve issues with ARPC LLC directly. We do our best to clearly communicate and resolve any issues with our customers thereby insuring the consumer experience is agreeable and successful.

**Before Opening Product Package:** Upon shipment of the ARP Control the buyer is sent an email with a link to download the manuals along with a tracking number to insure goods are provided. Further, information is also found for pre-purchase on [www.ARPRV.com](http://www.ARPRV.com). It is the duty of the purchaser of the ARP Control to do their **due diligence** before opening the package that the merchandise came in so that the end user of the ARP Control can decide if the purchaser or a RV Tech needs to install the product, ARPC LLC will provide **technical service** by email when needed. In addition, the purchaser needs to confirm that the product meets their needs **as described** on the website where purchased. ARPC LLC products have the **legal description** by US Patent 8,056,360, also our home page, product page, and purchase page all **describe** the product that is being purchased. Therefore, the buyer acknowledges that they are aware of what type of product is being purchased, and by the act of purchase the purchaser had preformed the **due diligence** to determine that the product is **as described** and meets their needs. If the merchandise is returned in its original packaging, complete and unopened, a refund minus shipping, handling, and banking fees will be issued as long as the ARP Control is returned within 45 days from the purchase date, the merchandise shall be in its original sealed bag and must not have been altered or installed, or be physically damaged (please see Shipment of Product below). All **opened or tampered packages** will be charged a restocking, repackaging, and a testing & inspection fee which will be deducted from any refund.

**Post Opening Product Package:** Each ARP Control undergoes **extensive quality control testing** before the customer receives the product in order to ensure that product is **as described and free from defects**. All components are verified to work on a test bench simulating real world conditions. In addition, end user **post-installation tests** verify the function of the **product as described**. If any problems are encountered, please contact ARPC LLC, we are happy to help. Upon opening the package that the ARP Control came in, the **packing list** shall be used to confirm the contents of the package and download the installation instructions. Contact ARPC LLC immediately if anything is missing. If an issue arises where the purchaser wants to return the product, carefully verify that there is indeed a problem with the ARP Control and submit your findings with any refund or warranty request immediately. If control is returned for an **assumed defect**, and ARPC LLC cannot find a defect, a testing fee may apply. We at ARPC LLC are here to help; we hope to resolve any issues before a return would be considered by the original purchaser of the product.

**Tariffs, COVID-19 & Return Expenses:** Business expenses have to be covered by folks that request our services. The cost of doing business has increased due to tariffs (25%), air freight is triple what it was before COVID-19, and our manufacturing expenses have also increased. We have not raised our prices to reflect these changes; as a result we charge a minimum return fee of 35% of original purchase price. Return fees are determined once qualifying item has been returned and inspected.

**Return Requirements:** Contact ARPC LLC before any return for the proper return procedures and proper mailing address. Return procedures are listed in the footer of each of our web pages to make it easy for the end user to make a return. All returns shall be accompanied by a detailed accounting of why and how the ARP failed to perform the function for which it is intended. No refunds will be issued without accounting of why the ARP did not perform as represented, or why the customer was dissatisfied. If the merchandise has been removed from its bag, has been installed, or has missing and/or damaged parts, a fee will be assessed and deducted from the refund. We want our customers to find value in our product, any deduction from the refund amount will be reasonable. The shipping date for any product starts a one month resolution period, if the product is left with ARPC LLC for a period greater than a month, the product is considered abandoned. ARPC LLC cannot provide storage for abandoned product, therefore the product may be disposed of, and/or a storage fee may be accessed.

**The ARP Control has a 6-month Limited Warranty** for the parts and manufacturing of the control. At the sole discretion of ARPC LLC it is determined that a component or manufacturing step is defective; ARPC LLC will repair or replace the control in question. The ARP internal relay controlling the fridge and the relay controlling the fan is not warranted for failure; please follow the **General Install Guide** wiring sequence and see the Warranty Information for further details on **power limitations**. If the end user of the product claims to have suffered damages due to the product, ARPC LLC shall be contacted immediately to prevent spoliation of evidence. ARPC LLC shall be giving the opportunity to investigate any damages before they can be altered or modified. All scientific methods of investigative procedures shall apply for evidence gathering to verify any claim.

**Shipment of Product:** The original purchaser is responsible for all shipping, handling, and/or any unforeseen expenses associated with returning the unused product to ARPC LLC so that an inspection can take place so as to confirm that the terms of this document have been met for issuing a refund. ARPC LLC will provide return instructions to the original purchaser, and the product shall be **received by ARPC LLC within 15 days** of ARPC LLC issuing the return authorization. ARPC LLC cannot be held responsible for errors in shipping including but not limited to shipping loss or damage. ARPC LLC encourages **shipping insurance** so that the original purchaser can resolve any shipping grievances directly with shipping providers. All shipments to ARPC LLC are required to have a **tracking number**; this tracking number has to be sent to ARPC LLC as soon as it is available.

**The buyer has agreed to ARPC LLC Terms and Conditions upon purchase of the product and upon downloading of the required documents for installation and use of the product.** By agreeing to the ARPC LLC Terms and Conditions, the buyer has agreed to the entire contents of this document, **arprv-returnpolicy.pdf**. This document does not alter the initial sale agreement terms and conditions. If the original purchaser of the ARP Control has grievances that are outside the bounds of this document, they shall be taken up with the reseller of the product if applicable. ARPC LLC is not responsible for resellers or their refunds. The receiver of product agrees to pay the banking and or financial

institution including point of sale/purchase fees incurred by ARPC LLC. The receiver of product agrees to pay all legal fees incurred by ARPC LLC if collection of payment is required and/or false claims are made by end user. All correspondence such as and not limited to requests for ARPC LLC product via e-mail is considered legally binding and **proof of purchase**.

### **Terms, Conditions & License Agreement**

ARPC L.L.C. License Agreement: IMPORTANT -PLEASE READ THE FOLLOWING LICENSE AGREEMENT CAREFULLY. THIS IS A LEGALLY BINDING AGREEMENT. AFTER YOU READ THIS LICENSE AGREEMENT, ACKNOWLEDGMENT IS BY PRODUCT PURCHASE, DOWNLOAD OF USER MANUALS, INSTALLATION AND USE OF ARPC LLC PRODUCT. DISCONTINUE USE OF PRODUCT IF YOU DO NOT ACCEPT AND AGREE TO THE TERMS OF THIS LICENSE AGREEMENT. DO NOT ACKNOWLEDGE 'I agree to the terms and conditions of "ARPC\_LL\_C\_License\_Agreement.pdf", OR USE PRODUCT UNLESS:

- (1) YOU ARE AUTHORIZED TO ACCEPT AND AGREE TO THE TERMS OF THIS LICENSE AGREEMENT ON BEHALF OF YOURSELF AND YOUR COMPANY; AND
- (2) YOU INTEND TO ENTER INTO AND TO BE BOUND BY THE TERMS OF THIS LEGALLY BINDING AGREEMENT ON BEHALF OF YOURSELF AND YOUR COMPANY.

Important -Read carefully: This ARP control Hardware and Software License Agreement (“Agreement”) is a legal agreement between you (either an individual or entity) and ARPC L.L.C. The “Licensed Materials” subject to this Agreement include, in whole or in part, the hardware and software programs that accompany this Agreement and any “on-line” or electronic documentation associated with these programs, as well as any updates or upgrades to such software programs and documentation, if any, provided to you at ARPC L.L.C. sole discretion. The Licensed Materials are specifically designed and licensed for use solely and exclusively with the ARP control. By installing, copying or otherwise using the Licensed Materials you agree to abide by the terms of this Agreement. If you choose not to accept or agree with these terms, do not download or install the Licensed Materials, and do not install or use the ARP control hardware.

#### **1. License Grant and Use Restrictions.**

- a. Site License.** Subject to the terms of this Agreement, ARPC L.L.C. hereby grants to you the following non-exclusive, non-transferable, non-assignable, fee-bearing, non-sublicensable licenses under all ARPC L.L.C. intellectual property rights embodied in the Licensed Materials:
- b. Host License.** You may use the Licensed Materials solely to operate the ARP control data collection and other software.
- c. Contractors and Suppliers.** The licenses granted to you hereunder shall include your on-site and off-site suppliers and independent contractors, while such suppliers and independent contractors are performing work for or providing services to you, provided that such suppliers and independent contractors have executed work-for-hire agreements with you containing applicable terms and conditions consistent with the terms and conditions set forth in this Agreement, and provided further that you agree you are responsible for the breach of this Agreement by any of your suppliers or contractors to the same extent that you would be if you breached the Agreement yourself.
- d. License and Covenant not to Sue ARPC L.L.C.** The ARP control (Hardware) and associated data collection (Software) add a level of safety to single pressure absorption refrigeration systems such as found in mobile applications including recreational vehicles. When the ARP control is properly installed and used, it in no way bypasses or eliminates any refrigeration safety controls. The ARP control, when properly used increases the level of safety by monitoring a previously non-measured parameter. The user of the ARP control acknowledges that they are responsible for proper installation, use, and maintenance of their systems, which includes the ARP control. This includes, but is not limited to proper installation of the hardware and knowledge of the ARP control proper operation such as power supply fuse integrity, on/off power state, properly adjusted control parameters, just to mention a few factors. You assume all responsibility and liability for proper and safe handling of all ARPC L.L.C. products. If ARPC L.L.C. assists with an installation of their product, you, the end user, assume all responsibility and liability. Continuing for the term of this Agreement, you hereby agree not to sue ARPC L.L.C and further agree to indemnify ARPC L.L.C. and each affiliate, subsidiary, director, officer, agent, and employee of Company, harmless from and against any and all claims, losses, liabilities, damages, and expenses, including reasonable attorneys' fees and expenses resulting from or related to your use, sale or installation of the Hardware and for your failure to have and maintain any necessary license, permit or governmental authorization to conduct business or perform the Services, or for any act performed by you involving the Hardware.
- e. No Other License.** Notwithstanding anything to the contrary, nothing in this Agreement shall be construed as a license to any intellectual property rights of ARPC L.L.C. other than those rights embodied in the Licensed Materials provided to you by ARPC L.L.C. EXCEPT AS PROVIDED HEREIN, NO OTHER LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY OTHER ARPC L.L.C. INTELLECTUAL PROPERTY RIGHTS IS GRANTED HEREIN.
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- g. Termination.** This Agreement is effective until terminated. You may terminate this Agreement at any time by written

notice to ARPC L.L.C., the written notice will include a statement declaring that the Licensee is no longer using any products produced by ARPC L.L.C. including hardware (ARP control) and/or software. Without prejudice to any other rights, if you fail to comply with the terms of this Agreement, ARPC L.L.C. may terminate your right to use the Licensed Materials, or any derivative thereof, and any intellectual properties applications using the Licensed Materials, or any derivative thereof, upon written notice to you. Upon expiration or termination of this Agreement, you will destroy any and all copies of the Licensed Materials, including any derivatives thereof, in your possession, custody or control and provide to ARPC L.L.C. a written statement signed by your authorized representative certifying such destruction. Section 1(d) of this Agreement shall survive termination of the Agreement.

## **2. Licensed Materials Ownership.**

The Licensed Materials are licensed, not sold to you, and can only be used in accordance with the terms of this Agreement. Subject to the licenses granted to you pursuant to this Agreement, ARPC L.L.C. and ARPC L.L.C.'s licensors own and shall continue to own all right, title and interest in and to the Licensed Materials, including all copies thereof. The parties agree that all fixes, modifications and improvements to the Licensed Materials conceived of or made by ARPC L.L.C. that are based, either in whole or in part, on your feedback, suggestions or recommendations are the exclusive property of ARPC L.L.C. and all right, title and interest in and to such fixes, modifications or improvements to the Licensed Materials and/or hardware will vest solely in ARPC L.L.C. You acknowledge and agree that regardless of the changes made to the Licensed Materials, your right to use any and all derivatives of the Licensed Materials shall remain subject to the terms and conditions of this Agreement. Moreover, you acknowledge and agree that when your independently developed software or hardware components are combined, in whole or in part, with the Licensed Materials, or any derivative thereof, your right to use the Licensed Materials, or any derivative thereof, embodied in such resulting combined work shall remain subject to the terms and conditions of this Agreement.

## **3. Confidential Information.**

You acknowledge and agree that the Licensed Materials, and any derivative thereof, contain trade secrets and other confidential information of ARPC L.L.C. and its licensors. You agree to use the Licensed Materials and hardware, or any derivative thereof, solely within the scope of the licenses set forth herein, to maintain the Licensed Materials, or any derivative thereof, in strict confidence, to use at least the same procedures and degree of care that you use to prevent disclosure of your own confidential information of like importance but in no instance less than reasonable care, and to prevent disclosure of the Licensed Materials, or any derivative thereof, to any third party, except as may be necessary and required in connection with your rights and obligations hereunder. You agree to obtain executed confidentiality agreements with your employees and contractors having access to the Licensed Materials, or any derivative thereof, and to diligently take steps to enforce such agreements in this respect. ARPC L.L.C. agrees that industry standard employment agreements used in the normal course of your business shall satisfy the requirements of this section.

## **4. Warranties and Limitations.**

THE LICENSED MATERIALS ARE PROVIDED "AS IS". ARPC L.L.C. AND ITS APPLICABLE LICENSORS MAKE NO WARRANTY OR REPRESENTATION, EITHER EXPRESS, IMPLIED OR STATUTORY, REGARDING THE LICENSED MATERIALS, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT OF ANY THIRD PARTY PATENTS, COPYRIGHTS, TRADE SECRETS OR OTHER INTELLECTUAL PROPERTY RIGHTS. YOU AGREE TO USE YOUR INDEPENDENT JUDGMENT IN USE OF SOFTWARE AND HARDWARE LICENSED MATERIALS. NOTHING CONTAINED IN THIS AGREEMENT WILL BE CONSTRUED AS A WARRANTY OR REPRESENTATION BY ARPC L.L.C.

IN NO EVENT SHALL ARPC L.L.C., OR ANY APPLICABLE LICENSOR, BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, HOWEVER CAUSED, ON ANY THEORY OF LIABILITY, IN CONNECTION WITH OR ARISING OUT OF THIS AGREEMENT OR THE USE OF THE LICENSED MATERIALS, OR ANY DERIVATIVE THEREOF, REGARDLESS OF WHETHER ARPC L.L.C. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. EXCLUDED DAMAGES INCLUDE, BUT ARE NOT LIMITED TO, COST OF REMOVAL OR REINSTALLATION, OUTSIDE COMPUTER TIME, LABOR COSTS, LOSS OF DATA, LOSS OF GOODWILL, LOSS OF PROFITS, LOSS OF SAVINGS, OR LOSS OF USE OR INTERRUPTION OF BUSINESS. IN NO EVENT WILL ARPC L.L.C.'s AGGREGATE LIABILITY UNDER THIS AGREEMENT OR ARISING OUT OF YOUR USE OF THE LICENSED MATERIALS AND/OR HARDWARE, OR ANY DERIVATIVE THEREOF, EXCEED THE GREATER OF FIVE HUNDRED U.S. DOLLARS (US\$500) OR THE FEES PAID TO ARPC L.L.C. BY YOU FOR THE LICENSED MATERIALS UNDER THIS AGREEMENT.

Because some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitation on how long an implied warranty lasts, the above limitations or exclusions may not apply to you.

## **5. No Technical Support.**

ARPC L.L.C. and ARPC L.L.C.'s licensors are under no obligation to install, maintain or support the Licensed Materials, Hardware, or any derivatives thereof.

## **6. Entire Agreement.**

This is the entire Agreement between you and ARPC L.L.C. and this Agreement supersedes any prior agreement between the parties related to the subject matter of this Agreement. No amendment or modification of this Agreement will be effective unless in writing and signed by a duly authorized representative of ARPC L.L.C. You hereby warrant and represent that you have obtained all authorizations and other applicable consents required empowering you to enter into this Agreement.

**The end user of the ARPC LLC product agrees to these terms and conditions by purchase, installation, and use of product.**

**These policies are subject to change without notice.**