



Standard Limited Warranty and Returns

14.1 CPR Global Tech will not accept returns unless prior authorization has been obtained from CPR Global Tech by the Customer.

14.2 Any defects which under proper use appear in the Goods within a period of twelve months after delivery (or as may be otherwise previously stated by CPR Global Tech) and which are due to faulty materials, workmanship or design will be made good by CPR Global Tech either by repair or, at CPR Global Tech discretion, by replacement provided that the Goods or the defective parts thereof are returned together with (if relevant) all complete accessories, instruction manuals and software, and wherever possible in their original packaging, within the twelve month period, and accompanied by a claim in writing which specifies the date of purchase and delivery number, save that the period of twelve months referred to in this clause shall be replaced by the unexpired portion of that period only.

14.3 Except as arising under sub-clause 14.2 hereof Goods must be made available for collection by CPR Global Tech in their original condition and in their original packaging within 14 days of delivery in order for the customer to be eligible for any refund. Where Goods are only made available for collection after the expiry of this period CPR Global Tech reserves the right to refuse to provide a refund or to deduct a handling charge from the refund. Where Goods are returned because either they are 'not wanted' by the Customer, or they have been 'incorrectly ordered' by the Customer, or duplication has resulted from a Customer's 'confirmation' order not being endorsed to that effect, all the costs of collection and return delivery will be deducted from any refund. A list of current charges is available from CPR Global Tech on request.

14.4 Where Goods which the Customer purports to be faulty are found, on their return to CPR Global Tech, not to be so, CPR Global Tech reserves the right to charge a fee in respect of the costs incurred by them in collection, testing and re-delivery. A list of current charges is available from CPR Global Tech on request.

14.5 All warranties and conditions whether implied by statute or otherwise are excluded from this Contract provided that nothing in this Contract shall affect the statutory rights of the Customer dealing as a consumer or liability for death or personal injury caused by the negligence of CPR Global Tech.

14.6 CPR Global Tech shall be entitled to a general lien on all Goods belonging to the Customer in CPR Global Tech possession (including Goods belonging to the Customer



which have been paid for) in lieu of any unpaid costs/fees due under clause 14 and owed by the Customer to CPR Global Tech under this or any other Contract.

Extended 2 Year Limited Warranty

An extended 2 year warranty provides an additional year to your standard 1 year warranty as well as the following enhanced benefits:

- All parts, labour and courier charges covered.
- 'New for Old' replacement – If we cannot fix your CPR Global Tech Product we will replace it with the latest equivalent model.
- Direct freephone priority phone line support from our US based service center.
- Nothing more to pay – we will cover all the costs.
- From day one you will have a premium level of service over and above what is normally received from a standard one year warranty.

FAQs

How do I register the warranty?

Visit www.callblockerusa.com and add the 2 Year Warranty product to your shopping cart, then complete purchase using your voucher code.

How do I claim the warranty?

Before submitting a warranty claim, please refer to the specific FAQs for your product and attempt all troubleshooting suggestions.

If you believe the item is defective and under warranty, please submit a Return or Exchange request on the product's support page, or contact us at support@cprcallblocker.com or call (888) 507-7486.

What is a valid proof of purchase?

- A dated sales receipt from an authorized CPR Reseller that shows a description of the product along with its price

What if I don't have any proof of purchase?

- If you made your purchase through CPR, we may be able to locate your order using your email address, name or shipping address.
- If you made your purchase through an authorized CPR Reseller, you may contact the Reseller to see if they can provide a copy of your receipt.
- If the product was a gift, you may ask the giver to provide you with a copy of the receipt or claim the warranty on your behalf.

Will the warranty be renewed if my product is replaced?

The warranty continues from the date of your original purchase. It won't be renewed after a replacement has been provided.