



Warranty Terms

Castro Concepts provides a 12-month warranty on all new system(s) provided by Castro Concepts and a 30-day warranty on system installation(s) done by Castro Concepts.

- The 12-month warranty on all new system(s) provided by Castro Concepts covers manufacturer defects.
- The 30-day warranty on system installation(s) done by Castro Concepts covers installer workmanship.

All warranties begin once installation(s) are completed, *and* payment(s) are received in full.

The customer will not be charged for replacement components. The customer will be responsible for a service charge, the amount of which will be determined by Castro Concepts based on the scope of the job.

Warranty excludes:

- Any existing systems and equipment/parts provided by the customer because these are the customer's responsibility.
- Damage caused by the customer modifying or attempting to fix the system.
- Accidental damage such as high winds, moving objects, etc.
- Natural disasters or other catastrophic events.
- Vandalism.
- Wear and tear.
- User errors such as internet connectivity issues.



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