



## **THREE YEAR LIMITED WARRANTY**

Shakespeare warrants your V-Tronix Hawk Antenna (YHK) and Whipflex Antenna (YWX) for three (3) years from the date of original purchase against manufacturing defects in material and workmanship in accordance with the following terms and conditions. This warranty applies to the original purchaser only and is not transferable.

1. During the warranty period, Shakespeare will repair or replace without charge, valid defects in materials and workmanship. Warranty does not apply to products that have been damaged through accident, misuse, negligence, modification, alteration, abuse or normal expected wear. Damage that is determined to be of this nature will be repaired at the customer's expense.
2. Repairs or adjustments covered under this warranty are to be determined by Shakespeare.
3. For your protection, we require proof of the original purchase date for warranty decisions - a copy of the sales invoice or purchase receipt is satisfactory evidence. This procedure ensures that you receive full-term warranty from the date of original purchase so that the time the unit remains in dealer stock is not deducted.
4. Prior to returning your product, we encourage you to contact the Shakespeare warranty department by telephone or letter to discuss the nature of the problem. Many times, a satisfactory solution can be reached without the need for returning your product. In some cases, the freight charges for returning a single antenna are equal to or greater than the value of the antenna.
5. All packaging and shipping charges to return products are the responsibility of the customer. Please pack your product suitably. It is advisable to insure against loss or damage. Please send returns to the address at the foot of this page. Please include a detailed description of the fault / problem you are experiencing along with your proof of purchase. Shakespeare will return the product prepaid. Enquiries concerning the status of a warranty claim may be posted to the address below, or you can contact our Warranty Department on the telephone number below.
6. The Shakespeare Warranty department is also available for out of warranty service.

### **Warranty and Policy are subject to change without prior notice.**

Attn: Warranty / Repairs Department  
Shakespeare Electronic Products Group  
Enterprise Way  
Off Venture Road  
Fleetwood  
Lancashire, FY7 8RY  
England  
Tel: 0044 (0)1253 858787

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