



Warranty Statement and Procedures

North Park Innovations Group (NPI) is proud to offer high-quality Marcraft Cybersecurity and Green Energy training products designed and manufactured in Ellicottville, NY. The warranty extends only to the original purchaser.

We warrant that products will be free from defects in material and workmanship and will be covered by a standard warranty for a period of one (1) year from date of receipt from NPI or an authorized distributor.

Failures due to improper use, abuse, normal wear and tear or alteration are not covered by this warranty. Wear and tear are defined as damage that naturally and inevitably occurs because of normal use or aging.

If the issue is covered under our warranty, we will repair, replace, or credit at our discretion.

- 1. Contact our Tech Support Team as we find that many warranty issues can be solved with guidance from our specialists.**
- 2. Phone: 1-716-699-2031, option 3, or email info@NPIinnovations.com**
- 3. If the issue cannot be resolved, you will be given specific next instructions.**
- 4. The product will undergo our product inspection. If the product is found to be covered under our warranty, we will repair, replace, or credit at our discretion.**

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