Warranty Terms
Terms of Conditions

Warranty Eligibility

* Third Party Warranties indicated by asterisk *

No Warranty	6 Month Warranty	1 Year Warranty	2 Year Warranty	3 Year Warranty
BCS-200 Speaker Mic	*Tekk Accessories*	AnyTone Radios	Repeaters	*Power Supplies*
Nagoya Antennas/AnyTone Tri-Band Antenna		Plug and Play Packages	*ARNS Products*	BCM Radio Series
AnyTone Belt Clips		Skybridge Max	TL Net Products	*Maxon TM-8000 Radio*
AnyTone Battery Eliminators		Tekk Batteries	*MV Products*	*Maxon TP-8000 Radio*
BCA-300 Antenna		Duplexers	LTR Controllers and Software	*Maxon TP-5000 Radio*
AnyTone Mobile Charging Kit		Xiegu G90	*Maxon TJ-3000 Radios*	*SD-125E Data Radios*
AnyTone programming cable		BT01 Speaker Mic	Tekk Radios	
SkyBridge Car Power Adaptor		BridgeCom Maverick	Commercial Maverick	
AnyTone Batteries				
Earpieces				
Combiners				
Power Amplifiers				
MMDVM Products				
Feedline				
Equipment Racks				
Wireless Control Products				
Base Station Antennas				
Trunk Lip Mount (SO-329)				
Decals				
Custom Cables/Custom Orders				
Heliax				
Jumper Cables				
Cable Adaptors				
Special Order Items (Not stocked)				

Return Items Eligibility*

Non Returnable, Cancellable (if it hasn't shipped yet)	**Non-Returnable, Non-Cancelable**	**Returnable within 30 days minus 25% Restock Fee or Store Credit for the Full Cost of Product (Eligible for full refund if returned *unopened* within 3 days of receipt)**	**Returnable within 30 days for 100% refund if not working properly, after that, not returnable.**	**Replaceable within 7 days if Defective**
Maxon Accessories	Repeaters	AnyTone Radios	Plug N Play Packages	BCS-200 Speaker Mic
Tekk Accessories	Duplexers	Skybridge Max		Nagoya Antennas
Earpieces	Combiners	Xiegu G90		AnyTone Belt Clips
Tekk Radios	Power Amplifiers	BridgeCom Maverick		AnyTone Battery Eliminators
Tekk Batteries	Power Supplies *			BCA-300 Antenna
BCM Radio Series	ARNS Products *			AnyTone Mobile Charging Kit
Maxon TM-8000 Radio	TL-Net Products			AnyTone programming cable
Maxon TP-8000 Radio	MV Products			SkyBridge Car Power Adaptor
Maxon TJ-3000 Radio	LTR Controllers and Software			AnyTone Batteries
Maxon TP-5000 Radio	MMDVM Products			Earpieces
SD-125E Data Radios	Feedline			AnyTone Tri-Band Antenna
	Equipment Racks			Trunk Lip Mount (SO-239)
	Wireless Control Products			
	Base Station Antennas			
	Special Order Items (Not stocked at our location)			
	Custom Orders			

	Decals			
	Custom Cables			
	Heliax			
	Jumper Cables			
	Cable Adaptors			
	Digital Products			

Our products require a degree of technical aptitude to operate. By purchasing you are submitting that you are qualified to operate the products you buy.

*Subject to the conditions listed below

Returns & Refunds

- We accept returns of eligible items (see chart above) within 30 days of delivery. After 30 days, refunds will no longer be available, but store credit may be offered at BridgeCom Systems' sole discretion.
- If a Plug and Play Package has not shipped due to the customer not providing the specific information required for programming, no cancellations or refunds will be allowed after 30 days.
- We require a BridgeCom issued RMA number for each return. To get an RMA number contact us at techsupport@bridgecomsystems.com.
- All returns will be subject to a 25% restocking charge of the original purchase price of the item. (Original shipping charges are non-refundable.) Alternatively, customers may choose to receive a FULL store credit, with no restocking fee.
- Returned items must be in original, resalable condition, including product boxes, manuals, packaging, and everything else included in your purchase.
- Customer pays and is responsible for return shipping on all returns. This includes all fees and tariffs incurred during the return process. We recommend that you choose the most economical shipping method with insurance coverage and note your tracking number.
- BridgeCom is not responsible for any return packages that are lost or damaged. Should any merchandise be damaged or lost on its way back to BridgeCom, you will need to file a claim with your shipping company.
- Do not place a shipping label on the manufacturer's packaging. Securely package the returned product within an outer box. Returned items with damage to the manufacturer's packaging are subject to a 25% restocking charge of the original purchase price of the item.
- Once BridgeCom receives your return package, please allow for 7-10 business days to assess your return. You will receive an email confirmation or phone call when your return has been processed.
- Refunds can take 3-7 business days following the 7-10 business day return assessment. If you have not received a refund after that time, please contact us with your RMA number for more information.
- Refunds will be issued to the original payment method.
- All items returned not in compliance with our return policy will be refused.

Unopened Package Returns

- Unopened packages that are in factory condition and not altered or damaged in any way can be returned within 72 hours of delivery for a full refund or store credit. The customer can decide which they would like.
- You will not be charged the 25% restock fee.
- You are responsible for return shipping. (See above Return information for shipping details).
- An RMA number is required. (See above Return information for instructions on obtaining an RMA number.)

Defective Items

- If you receive a defective product (**see eligible products in above chart**), you must contact us within 7 days. If a BridgeCom technician deems it defective we will send you a replacement.
- Any other products that are deemed defective by a BridgeCom technician will be covered under their respective warranty policies. (**See warranty information below.**)
- If a product is made by a third party manufacturer and does not have a warranty, it is up to the discretion of the manufacturer whether or not to repair or replace the product.

Exchanges

- We do not exchange items. See return policy above to return an item.

Third Party Warranties

- Items warrantied by third party manufacturers will follow their warranty and policies and must be returned to the original manufacturer. A technician will let you know if your product is warrantied by a third party manufacturer so you can handle the issue directly.

BridgeCom Warranty Returns

- If an issue arises during the warranty period, please contact us. Our technical support team may be able to resolve the issue over the phone.
- If the return of the product is necessary to resolve the issue, a technician will provide an RMA number to return the product. To obtain an RMA number, contact us at techsupport@bridgecomsystems.com.
- Return shipping is the responsibility of the customer.
- During the warranty period, if the original manufacture of the material or workmanship of the product is determined to be defective by an authorized BridgeCom repair technician, we will do one of the following:
    - Repair the new product
    - Replace the product at no charge

- If service of product or parts is required after the warranty period expires, you must pay all labor and parts charges. The product will have a 7 day warranty from the day the item is received by you.
- Warranty coverage terminates if you sell or otherwise transfer the product.
- Warranty coverage terminates if you tamper, modify, or disassemble your product.
- Extended warranty must be purchased within 60 days of purchase. Coverage starts on the date of purchase of the product.

The warranty does not cover the following instances:

- Cosmetic damage such as scuffs, cracks
- Damages due to weather, lightning, and other Acts of God such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Theft or Loss of this product or any part of this product
- Failure or damage caused by any contact including but not limited to liquids, gels, or pastes
- User error
- Products sold “as is” or “with faults”

B-Stock Items

- B-stock product is sold as is. There are no refunds, warranties, or returns for B-stock products.

  B-stock products are customer returns not related to the condition or performance of the radio.

Shipping Issues

- Tracking numbers are automatically emailed to the customer (using the email you provided during the order process) when a product leaves our shop.
- Once your order leaves our shop we do not have control over the shipping process. If a delay occurs, please contact the shipping company and allow at least 2 weeks for delivery (1 month for international shipping). File claim with shipping company - claims can take another 2 weeks or more.
- Items ordered during unusual circumstances (such as COVID19) are likely to be delayed even more than normal, so please allow for extra time in receiving your items.

Plug and Play Package Disclaimer

- Plug and Play Package orders may be canceled after 4 months if the customer does not provide the necessary information to complete their order.

Other Disclaimers

- BridgeCom reserves the right to determine eligibility for returns, and to update this policy at any time without notice to the customer.

- If applicable, the serial number of the device covered by the warranty must be provided to a support representative and verified. BridgeCom Systems will not provide warranty services until the serial number of the covered device is given and verified.
- An $80 Diagnostic labor service fee will need to be paid prior to any Out-of-Warranty repair service. Repair labor service and parts are additional to this fee. We reserve the right to change labor fees on an as needed basis.
- The customer is responsible for reading and acknowledging the latest policy. We will only honor the latest policy.
- We reserve the right to refuse service to anyone.
- BridgeCom reserves the right to charge an hourly fee for service after 3 hours of service help.
- After 30 days, BridgeCom Systems will not issue any refunds on any product — **delivered or undelivered**. Store credit may be considered in exceptional cases only.

TERMS OF SERVICE

OVERVIEW

This website is operated by BridgeCom Systems, Inc.. Throughout the site, the terms “we”, “us” and “our” refer to BridgeCom Systems, Inc.. BridgeCom Systems, Inc. offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our site and/ or purchasing something from us, you engage in our “Service” and agree to be bound by the following terms and conditions (“Terms of Service”, “Terms”), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms of Service apply to all users of the site, including without limitation users who are browsers, vendors, customers, merchants, and/ or contributors of content.

Please read these Terms of Service carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

Any new features or tools which are added to the current store shall also be subject to the Terms of Service. You can review the most current version of the Terms of Service at any time on this page. We reserve the right to update, change or replace any part of these Terms of Service by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of or

access to the website following the posting of any changes constitutes acceptance of those changes.

Our store is hosted on Shopify Inc. They provide us with the online e-commerce platform that allows us to sell our products and services to you.

SECTION 1 - ONLINE STORE TERMS

By agreeing to these Terms of Service, you represent that you are at least the age of majority in your state or province of residence, or that you are the age of majority in your state or province of residence and you have given us your consent to allow any of your minor dependents to use this site.

You may not use our products for any illegal or unauthorized purpose nor may you, in the use of the Service, violate any laws in your jurisdiction (including but not limited to copyright laws).

You must not transmit any worms or viruses or any code of a destructive nature.

A breach or violation of any of the Terms will result in an immediate termination of your Services.

SECTION 2 - GENERAL CONDITIONS

We reserve the right to refuse service to anyone for any reason at any time.

You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without express written permission by us.

The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

SECTION 3 - ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

We are not responsible if information made available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk.

This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

SECTION 4 - MODIFICATIONS TO THE SERVICE AND PRICES

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

SECTION 5 - PRODUCTS OR SERVICES (if applicable)

Certain products or services may be available exclusively online through the website. These products or services may have limited quantities and are subject to return or exchange only according to our Return Policy.

We have made every effort to display as accurately as possible the colors and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any color will be accurate.

We reserve the right, but are not obligated, to limit the sales of our products or Services to any person, geographic region or jurisdiction. We may exercise this right on a case-by- case basis. We reserve the right to limit the quantities of any products or services that we offer. All descriptions of products or product pricing are subject to change at any time without notice, at the sole discretion of us. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected.

SECTION 6 - ACCURACY OF BILLING AND ACCOUNT INFORMATION

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the

order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.

For more detail, please review our Returns Policy.

SECTION 7 - OPTIONAL TOOLS

We may provide you with access to third-party tools over which we neither monitor nor have any control nor input.

You acknowledge and agree that we provide access to such tools ”as is” and “as available” without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools.

Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).

We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms of Service.

SECTION 8 - THIRD-PARTY LINKS

Certain content, products and services available via our Service may include materials from third-parties.

Third-party links on this site may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties.

We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third- party websites. Please review carefully the third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third- party.

SECTION 9 - USER COMMENTS, FEEDBACK AND OTHER SUBMISSIONS

If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.

We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party’s intellectual property or these Terms of Service.

You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further agree that your comments will not contain libelous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third- parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

SECTION 10 - PERSONAL INFORMATION

Your submission of personal information through the store is governed by our Privacy Policy. To view our Privacy Policy.

SECTION 11 - ERRORS, INACCURACIES AND OMISSIONS

Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

We undertake no obligation to update, amend or clarify information in the Service or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website, should be taken to indicate that all information in the Service or on any related website has been modified or updated.

SECTION 12 - PROHIBITED USES

In addition to other prohibitions as set forth in the Terms of Service, you are prohibited from using the site or its content: (a) for any unlawful purpose; (b) to solicit others to perform or participate in any unlawful acts; (c) to violate any international, federal, provincial or state regulations, rules, laws, or local ordinances; (d) to infringe upon or violate our intellectual property rights or the intellectual property rights of others; (e) to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability; (f) to submit false or misleading information; (g) to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the Internet; (h) to collect or track the personal information of others; (i) to spam, phish, pharm, pretext, spider, crawl, or scrape; (j) for any obscene or immoral purpose; or (k) to interfere with or circumvent the security features of the Service or any related website, other websites, or the Internet. We reserve the right to terminate your use of the Service or any related website for violating any of the prohibited uses.

SECTION 13 - DISCLAIMER OF WARRANTIES; LIMITATION OF LIABILITY

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free.

We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable.

You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or

implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall BridgeCom Systems, Inc., our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

SECTION 14 - INDEMNIFICATION

You agree to indemnify, defend and hold harmless BridgeCom Systems, Inc. and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

SECTION 15 - SEVERABILITY

In the event that any provision of these Terms of Service is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severe

from these Terms of Service, such determination shall not affect the validity and enforceability of any other remaining provisions.

SECTION 16 - TERMINATION

The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes.

These Terms of Service are effective unless and until terminated by either you or us. You may terminate these Terms of Service at any time by notifying us that you no longer wish to use our Services, or when you cease using our site.

If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms of Service, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our Services (or any part thereof).

SECTION 17 - ENTIRE AGREEMENT

The failure of us to exercise or enforce any right or provision of these Terms of Service shall not constitute a waiver of such right or provision.

These Terms of Service and any policies or operating rules posted by us on this site or in respect to The Service constitutes the entire agreement and understanding between you and us and govern your use of the Service, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms of Service).

Any ambiguities in the interpretation of these Terms of Service shall not be construed against the drafting party.

SECTION 18 - GOVERNING LAW

These Terms of Service and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of 113 S Bridge Street, Smithville, Missouri, US, 64089.

SECTION 19 - CHANGES TO TERMS OF SERVICE

You can review the most current version of the Terms of Service at any time at this page.

We reserve the right, at our sole discretion, to update, change or replace any part of these Terms of Service by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of or access to our website or the Service following the posting of any changes to these Terms of Service constitutes acceptance of those changes.

SECTION 20 - CONTACT INFORMATION

Questions about the Terms of Service should be sent to us at ContactUs@bridgecomsystems.com.

---------- Last Updated 10/22/25