

TRANSPORTATION ACCESSORIES GROUP

LIMITED WARRANTY

Terms and Conditions

2026

IMPORTANT WARRANTY SUMMARY

Coverage depends on the eligible product, assigned installation level, and controlling written sales record. TAG generally performs covered warranty service through its own team. Contact TAG before arranging outside work for which payment, credit, or reimbursement will be requested.

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Transportation Accessories Group LLC

856-488-6182

transportationag.com/tag-warranty/

This revision applies prospectively. Products already sold remain governed by the written coverage in effect for that sale unless TAG agrees otherwise in writing or applicable law requires otherwise.

1. Purpose, Parties, and Application

This section identifies who holds the warranty and which documents control.

1.1 Limited warranty

Transportation Accessories Group LLC ("TAG") provides this limited warranty for an eligible product when TAG's quote, order acknowledgment, invoice, product schedule, or other written sales record states that TAG warranty coverage applies. This document defines the standard coverage levels, available remedies, customer duties, exclusions, and claim procedures.

1.2 Original Purchaser

"Original Purchaser" means the first person or entity that acquires the product for its own end use and not for resale. The Original Purchaser may acquire the product directly from TAG or through a vehicle dealer, equipment dealer, installer, reseller, leasing source, or other sales channel.

The identity of the account billed by TAG does not change who holds the warranty. If TAG bills a dealer, shop, installer, or other business for a product or installation ultimately supplied to an end user, the warranty remains for the first end-use customer, subject to the coverage records for that sale.

For equipment installed in or on a new vehicle before retail delivery, the first purchaser or lessee that places the vehicle into end use is the Original Purchaser. The warranty is not transferable to another owner, vehicle, asset, or location unless TAG approves the transfer in writing. A change in fleet assignment under the same Original Purchaser is not a transfer, but relocation or reinstallation remains subject to Sections 5 and 6.

1.3 Eligible products and company brands

This warranty may apply to eligible products sold or administered by TAG under TAG, OclUM, TransMist, Original Soft Shield, SafeTech Professional, or another TAG-controlled brand, as well as specifically identified third-party products. TAG supplies multiple product categories, and no wording in this document is limited to camera equipment. Coverage applies only to the particular products and services identified in the controlling sales records; the presence of a product or brand in TAG's current product line does not, by itself, create warranty coverage.

1.4 Controlling written documents

Coverage is determined in the following order. A product-specific term controls over a general term addressing the same issue:

- A written warranty addendum, extended plan, or product-specific coverage schedule issued by TAG for the sale.
- The TAG quote, order acknowledgment, invoice, or written sales terms for the sale.
- The standard coverage level in Section 2 of this document.
- For a third-party product, the original equipment manufacturer's ("OEM") warranty to the extent it is passed through by TAG.

An oral statement, email estimate, dealer promise, website summary, marketing description, or prior course of dealing does not change the duration, remedy, labor allowance, exclusion, or claim procedure unless TAG expressly confirms the change in a written record for the applicable sale or claim.

1.5 Coverage start date and proof

Unless the controlling sales record states otherwise, coverage begins when the eligible product is first delivered to the Original Purchaser or first placed in service, whichever occurs first. For a product installed before retail vehicle delivery, timely dealer or customer records may establish the retail delivery or in-service date, whichever occurred first. If reliable records are not provided, TAG may use its shipment, installation-completion, invoice, registration, or other ordinary business records to establish the start date.

1.6 Prospective application

This revision applies only to eligible sales made on or after its effective date. It does not reduce a written warranty previously provided for an earlier sale. TAG may grant additional assistance or a more favorable exception in writing without changing this warranty for other products, purchasers, or claims.

2. Standard Installation and Coverage Levels

The installation level assigned to the sale determines the standard parts and labor term.

2.1 How the installation level is assigned

TAG assigns the applicable installation level based on the written sales arrangement, the party actually performing the installation, installer status, product experience, training or certification required for the product, commissioning requirements, and records received by TAG. Certification is product- and installation-specific. Certification for one product or job does not automatically qualify another product, installer, location, or installation.

Premium Corporate Installation is reserved for installation performed by TAG's in-house SafeTech Professional corporate service team, unless TAG expressly designates a specific project otherwise in writing. A separately owned SafeTech Professional franchise location does not qualify for premium coverage merely because it uses the SafeTech Professional name. A franchise location, dealer, or other installer may hold the Standard TAG-Certified, TAG-Approved Self-Installation, or another level assigned by TAG.

The assigned level should be stated in the sales, installation, commissioning, or TAG dealer/installer record. If no reliable record supports a higher level, the Other / Non-Certified Self-Installation level applies, subject to any longer non-waivable OEM or statutory coverage. A higher classification is not created after a failure solely to increase warranty coverage.

2.2 Standard coverage schedule

Installation level	Qualification	Covered parts	Covered labor
Premium Corporate Installation	Installation performed by TAG's in-house SafeTech Professional corporate service team, or a specific project expressly designated by TAG in writing for this level.	3 years	3 years of TAG-performed warranty labor. No outside labor payment or reimbursement unless TAG expressly authorizes it in writing.
Standard TAG-Certified Installation	Installation by a separately owned SafeTech Professional franchise location, authorized dealer or installer, or other provider assigned this level by TAG.	3 years	No TAG labor coverage. The installing provider may offer its own separate workmanship or service warranty.
TAG-Approved Self-Installation	Installation by an independent shop, dealer, customer, or installer accepted by TAG for the specific product or job based on available experience, support, records, or testing.	1 year	No TAG labor coverage unless expressly stated in writing.
Other / Non-Certified Self-Installation	Any installation not documented as one of the levels above, including an unapproved or non-certified self-installation.	60 days	Not included.

Coverage level is not outside-service reimbursement

A coverage term identifies the maximum applicable period. TAG normally performs or arranges covered warranty service through its own team. No customer, franchisee, dealer, installer, or third party is entitled to payment or reimbursement unless TAG expressly approves it in writing before the work.

2.3 Product-specific and promotional terms

TAG may state a shorter or longer term for a particular product, component, sale, demonstration unit, remanufactured item, closeout item, or promotion. That written product-specific term controls. Subscription, monitoring, connectivity, software, data, maintenance, and service-plan terms are separate from the hardware warranty unless expressly included.

TAG may develop and offer a separately priced extended-warranty or service plan. Extended coverage exists only when TAG identifies the plan in writing and the customer purchases or otherwise receives that specific plan. The plan document will state its price, term, covered products, service or labor benefits, exclusions, and remedies. No general statement that extended coverage may be available creates coverage by itself.

2.4 Meaning of parts coverage

Parts coverage means TAG's selected repair or replacement of the defective covered part or product under Section 4. It does not automatically include diagnosis, removal, installation, programming, configuration, travel, mileage, shipping, vehicle work, data recovery, or other labor or expense.

2.5 Meaning of labor coverage

Labor coverage means TAG will arrange and perform covered warranty labor through its own corporate service team, at the location and by the service method TAG selects. It is not a promise that the customer, a SafeTech Professional franchisee, dealer, installer, repair shop, or other third party will be paid to diagnose or repair the product or may invoice or back-charge TAG.

Only when TAG expressly authorizes a specific outside provider in writing before the work will outside labor be eligible for the approved scope, time, rate, location, and cost limit. Diagnosis approval does not authorize repair or additional work. Installation workmanship is covered by TAG only as stated in Section 3.2.

2.6 Expiration and replacement items

Coverage expires at the end of the original applicable term and is not extended by downtime, delayed reporting, inspection, repair, replacement, or a pending claim. A repaired or replacement item is covered only for the unexpired portion of the original term, or for any longer minimum period required by applicable law or expressly stated by TAG in writing.

3. What the Limited Warranty Covers

Coverage is for verified defects—not every service need, product concern, or operating interruption.

3.1 Covered product defect

During the applicable term, TAG warrants that an eligible product will be free from a defect in material or workmanship that prevents the product from operating substantially in accordance with the written specification applicable to the sale, when the product is correctly installed, operated, inspected, and maintained and the claim is not otherwise excluded.

3.2 Installation workmanship

TAG is responsible for eligible installation workmanship performed directly by TAG's in-house corporate service team when the controlling sales record includes that work. An outside installer, including a separately owned SafeTech Professional franchisee, independent dealer, installer, reseller, body company, vehicle dealer, subcontractor, or other service provider, remains responsible for its own workmanship, representations, personnel, and subcontractors unless TAG expressly assumes a specific obligation in writing. The outside provider may offer its own separate labor or workmanship warranty. The party billed for the work does not determine who performed or is responsible for the installation.

Premium labor coverage does not convert every installer workmanship issue into a TAG obligation. TAG may nevertheless authorize corrective labor when TAG determines that doing so is the appropriate warranty remedy for a covered product defect or an installation obligation TAG accepted in writing.

3.3 Configured systems and integrated products

A covered system may include products from more than one manufacturer or TAG brand. Each component remains subject to its stated term and exclusions. Failure of one component does not make all components or the entire vehicle, system, installation, subscription, or project defective.

3.4 Regulatory configuration at the time supplied

When TAG sells or configures a product for a stated regulatory or inspection requirement, the covered obligation is to provide the product and configuration identified in the sale so that, when properly installed and maintained, it substantially conforms to the applicable published requirement, official guidance, or approved specification in effect at the time of sale, installation, or commissioning. Section 8 governs inspections and later changes.

3.5 Storage media

SD cards, microSD cards, solid-state drives (SSD), hard-disk drives (HDD), USB media, and other removable or fixed recording or storage media are covered only for the period and remedy provided by the media OEM. TAG does not extend the OEM warranty period. Unless TAG separately approves the expense in writing, storage-media coverage does not include labor, travel, diagnosis, removal or installation, configuration, data recovery, lost recordings, lost data, or the cost of recreating settings.

Storage capacity, recording duration, and service life vary with write cycles, temperature, vibration, power quality, configuration, recording load, and use. They are not guaranteed operational periods unless TAG expressly states a period in writing for the sale.

3.6 Goodwill assistance

TAG may voluntarily provide parts, labor, travel, credit, technical assistance, or another accommodation outside strict coverage. Goodwill assistance does not admit fault or coverage, does not waive an exclusion or claim requirement, and does not create a continuing obligation for the same or another customer, product, vehicle, installation, or event.

4. Warranty Remedies

TAG selects a remedy that is reasonable for the verified covered defect and remaining coverage.

4.1 TAG's choice of remedy

After a reasonable opportunity to inspect and confirm a covered defect, TAG may, at its option: repair the covered item; provide a replacement part or product; authorize specific corrective work; provide a parts credit; or, when repair or replacement is not reasonably available, provide the limited parts refund described in Section 4.3. These are the warranty remedies unless applicable law requires another remedy.

4.2 Replacement products and parts

A replacement may be new, remanufactured, refurbished, recertified, or functionally comparable, provided it is reasonably suitable for the covered application. Cosmetic differences, a superseded model, or a change in nonessential features do not require replacement of unaffected components or the full system. Replaced items become TAG property when TAG requires return.

4.3 Parts-only refund or credit; remaining warranty

A warranty refund or credit is for the defective covered part or product only. It does not refund labor or any diagnosis, removal, reinstallation, programming, configuration, travel, mileage, shipping, outside service, vehicle work, lost use, subscription, tax on excluded services, or other expense. TAG will not issue a full-system refund because a replaceable component failed, unless TAG determines that the entire covered system is defective and elects that remedy.

When a covered item has been used and only part of the original warranty term remains, any parts refund or credit may be prorated. Unless TAG agrees to a more favorable amount in writing, the maximum is:

PRORATED PARTS REMEDY

Net price paid for the defective covered part or product × the unexpired portion of its original warranty term.

If the defective item was sold only as part of a bundle and has no separate price, TAG may use the original product schedule, a reasonable allocation of the system price, or the then-current price of a comparable part. TAG may deduct prior refunds, credits, replacement allowances, returned value, and any undisputed unpaid balance relating to the item. Payment or credit of the approved amount, together with any required return, ends TAG's warranty obligation for that item but does not end coverage on unaffected eligible components for their remaining term.

4.4 Labor remedy

Covered labor is limited to the work, rate, time, location, and total amount approved by TAG before the work is performed. Diagnosis authorization does not authorize repair. Repair authorization does not authorize additional parts, teardown, travel, vehicle work, after-hours charges, subcontracting, or replacement of unaffected items. No refund is issued for labor already used or purchased.

4.5 Shipping, travel, removal, and reinstallation

TAG may require depot, bench, remote, mobile, or field service. Shipping direction, freight responsibility, travel, vehicle access, removal, and reinstallation are covered only when TAG approves them in writing. Expedited freight, after-hours response, towing, rental, substitute equipment, and customer-selected service locations are not covered unless expressly approved.

4.6 Return and testing

TAG may require the product or failed part to be preserved, returned, or made available for testing. If testing finds no covered defect, or if the item has been damaged, altered, discarded, or made unverifiable, TAG may deny the claim and may charge disclosed diagnosis, shipping, or handling costs. TAG is not responsible for data remaining on returned media or equipment; the customer must preserve needed data before return when reasonably possible.

5. Customer Inspection, Maintenance, and Use

The customer is responsible for reasonable care even when no product-specific schedule has been issued.

5.1 Reasonable inspection and maintenance duty

The Original Purchaser must operate, inspect, test, clean, and maintain the product and related vehicle or equipment in a reasonable manner for the product's type, use, environment, safety function, and generally known maintenance needs. The absence of a separate written maintenance schedule for a particular part or product does not eliminate this responsibility.

5.2 Daily, pre-trip, and periodic checks

As appropriate for the product and operation, the customer must add functional checks to the vehicle's daily or pre-trip inspection and must conduct reasonable periodic inspections. Examples include:

- Confirming camera views, image quality, date and time, DVR or recorder operation, storage status, and any fault indication.
- Confirming displays, sensors, warning devices, indicators, GPS, communications, pre-trip functions, alerts, and required interfaces operate as expected.
- Inspecting mounts, lenses, shields, covers, filters, nozzles, hoses, connections, wiring, fuses, power, grounds, seals, fasteners, and visible physical condition as applicable.
- Keeping products reasonably clean, secure, dry where required, protected from blockage or impact, and within stated environmental and electrical limits.

5.3 Response to a fault or concern

The customer must report a suspected fault promptly, follow reasonable troubleshooting instructions, and take reasonable steps to prevent additional damage, data loss, unsafe operation, or an avoidable service event. A vehicle or equipment item with known inoperative required safety or compliance equipment must not remain in service when applicable law, regulation, policy, or ordinary safe practice requires it to be removed from service.

5.4 Vehicle and supporting conditions

The customer is responsible for the vehicle, chassis, body, mounting structure, battery, charging system, power quality, network or cellular availability, third-party interfaces, environmental protection, and other supporting conditions not supplied and covered by TAG. The customer must make the product and vehicle reasonably accessible for approved inspection or service.

5.5 Records, configuration, and data

The customer should retain the purchase record, product and serial information, vehicle or asset identification, commissioning and configuration records, service history, claim authorizations, and relevant photographs or logs. The customer is responsible for monitoring available storage, preserving needed recordings or operational data, maintaining credentials and authorized access, and backing up data before service, reset, update, media return, or replacement when reasonably possible.

5.6 Duty to ask when the process is unclear

If the customer is unsure how often an item should be inspected or maintained, what condition requires the vehicle or equipment to be removed from service, or whether a service procedure is required, the customer must request guidance from TAG or the applicable authorized service source. Lack of a separate schedule is not a basis to ignore a visible fault, warning, known industry practice, or reasonable inspection need.

5.7 Effect of failure to inspect or maintain

Failure to meet this section does not automatically cancel unrelated warranty coverage. TAG may deny or limit the affected claim to the extent the failure caused or worsened the condition, allowed continued operation to create additional damage or cost, resulted in missed recordings, alerts, or compliance functions, caused data loss, delayed reporting, or made the original condition impossible to verify.

5.8 TAG system inspections and condition reports

TAG may offer a paid or complimentary system inspection, operational check, or condition report. The inspection reflects the observable condition and functions reasonably checked at the time and within the stated or ordinary scope. Unless TAG expressly states otherwise in writing, it is not a teardown, forensic examination, regulatory certification, renewal or extension of warranty, or guarantee that every existing, hidden, intermittent, or future condition will be identified or prevented.

TAG will use reasonable efforts to bring observed concerns to the customer's attention and may recommend or perform separately authorized repairs when able. The customer remains responsible for the inspection, maintenance, operating, data, and removal-from-service duties in this document. TAG is not responsible solely because an inspection did not identify a condition or because a product fails after an inspection, except to the extent applicable law establishes a non-waivable liability.

6. Exclusions

The following conditions and costs are not covered unless TAG expressly accepts them in writing.

6.1 Normal service, wear, and consumable items

The warranty does not cover routine inspection, cleaning, adjustment, calibration arising from ordinary use, maintenance, or normal wear; cosmetic deterioration that does not impair required operation; disposable, replaceable, or limited-life items; or expected degradation based on cycles, age, environment, or use. OEM-only items, including storage media, remain subject to Section 3.5 and the applicable OEM terms.

6.2 Damage, misuse, and environmental conditions

Coverage excludes damage or failure caused by collision, impact, vandalism, theft, abuse, misuse, neglect, animals or pests, contamination, liquids, corrosion, excessive dust, chemical exposure, fire, flood, lightning, surge, improper voltage, reverse polarity, inadequate grounding, overheating, freezing, vibration outside specification, blocked ventilation, severe weather, or another external cause beyond the product's stated design limits.

6.3 Vehicle, site, and third-party conditions

Coverage excludes a defect or cost caused by the vehicle, chassis, body, battery, charging or electrical system, wiring or connector not supplied by TAG, mounting structure, network, carrier, satellite, Internet service, third-party software, OEM interface, body modification, customer equipment, or another product or service not covered by TAG. TAG does not warrant uninterrupted availability of third-party networks, positioning systems, cloud platforms, applications, or government services.

6.4 Improper installation, alteration, or outside work

Coverage excludes the portion of a condition caused, concealed, worsened, or made unverifiable by improper selection, mounting, installation, wiring, programming, configuration, repair, relocation, removal, reinstallation, modification, firmware, parts, accessories, or service. Unauthorized outside work does not automatically cancel unrelated coverage, but its cost is not reimbursable and resulting damage is not covered.

6.5 Use outside specification or intended application

Coverage excludes operation outside the product's written ratings or intended application, continued use after a known fault or warning, defeat or bypass of a safety or monitoring function, failure to install an issued safety correction, or use with incompatible equipment, power, media, software, firmware, data plan, or configuration.

6.6 Recording, detection, communications, and data limitations

Unless expressly guaranteed in a written product specification, TAG does not warrant that a product will record, detect, communicate, locate, alert, sanitize, protect, or prevent every event under every condition, or that data will always be available. Coverage does not include lost, corrupted, overwritten, inaccessible, or unlawfully collected data; missed events; loss caused by depleted capacity, disabled recording, unavailable communications, obstructed views, environmental conditions, or failure to monitor system status.

6.7 Later regulatory or customer-required changes

A later change in law, regulation, inspection interpretation, enforcement practice, agency preference, vehicle specification, customer policy, technology, cybersecurity requirement, or desired feature is not a defect in a product that met the applicable requirement when supplied. Section 8 controls such changes.

6.8 Commercial and operating costs

Unless expressly approved as a claim remedy, coverage excludes diagnosis finding no covered defect, customer-requested upgrades, preventive replacement, fleet campaigns, field inspections, removal or reinstallation, travel, lodging, towing, rental, substitute vehicle or equipment, downtime, administrative time, overtime, expedited shipping, permits, taxes on excluded services, regulatory fines, and other operating or business costs.

7. Warranty Service Request and Review Procedure

Contact TAG through its current service-request or warranty-contact process before arranging outside work.

7.1 Report before repair; first opportunity to respond

The customer or service provider must report the concern to TAG through TAG's current service-request or warranty-contact process before diagnosis, teardown, removal, repair, rework, replacement, or third-party service for which payment, credit, parts, labor, shipping, travel, or another remedy will be requested. TAG must receive a reasonable first opportunity to inspect the condition, review the evidence, determine the likely cause and coverage, select a remedy, perform or assign the work, and take reasonable steps to prevent additional damage or cost.

7.2 How to request warranty review

No special claim number or separate warranty form is required unless TAG provides one for the applicable request. The customer or service provider may submit the available information through TAG's current website service-request process, email, written request, or another method TAG accepts. The information in Section 7.5 may be supplied in any reasonably organized form. TAG may introduce or revise a warranty form, portal, or tracking system in the future without changing the underlying coverage.

7.3 TAG direction before outside work

TAG normally performs or arranges covered warranty service through its own team. A customer or outside service provider must receive TAG's written direction before performing work for which payment, credit, parts, labor, shipping, travel, or reimbursement will be requested. If TAG authorizes outside work, the approval applies only to the identified customer, product, serial number, vehicle or asset, complaint, work, parts, labor time, labor rate, expense limit, service location, and completion period. Diagnosis approval is not repair approval. Additional findings or work require additional written approval before the added cost is incurred.

7.4 No unauthorized third-party billing or back-charge

A customer, dealer, installer, reseller, body company, vehicle dealer, OEM dealer, subcontractor, or other person may not authorize another party to perform work and then invoice, debit, deduct, offset, or back-charge TAG without TAG's prior written approval. An invoice sent after work is completed does not create a TAG payment obligation, even if the work concerns a TAG product or the customer believes the condition should be covered.

7.5 Required claim information

The claimant must provide information reasonably needed to evaluate the claim, which may include:

- Customer name and contact information; product model and serial number; vehicle, VIN, fleet, asset, or location identification; purchase, installation, and in-service dates; and the applicable invoice or coverage record.
- A clear complaint; operating conditions; warning messages; relevant configuration; prior service or modifications; technician findings; proposed cause and correction; and the dates and sequence of events.
- Photographs or video taken before work, diagnostic reports, logs, test results, repair orders, itemized estimates or invoices, proof of payment when requested, and the identity of each person or business that inspected or worked on the product.
- Any written TAG service direction or approval, the requested parts or labor, completion record, final test, and return or tracking information for any failed part or core.

7.6 Vehicle or other property damage

Any allegation that a product, installation, or service caused damage to a vehicle, body, wiring, property, or another product must be reported immediately and before repair or alteration when reasonably possible. TAG must receive a reasonable opportunity to inspect the original condition. The claimant must preserve photographs, damaged parts, estimates, invoices, maintenance and service records, and evidence linking the claimed damage to the alleged covered defect. TAG may deny costs that were not reasonably necessary, were incurred without authorization, resulted from continued use or failure to mitigate, or cannot be verified because the condition was changed or destroyed.

7.7 Emergency work

If delay would create an immediate and material risk of personal injury or substantial additional property damage, the customer may take only the minimum reasonable action needed to make the condition safe or prevent further damage. The customer must document the condition before and during the work when possible, preserve removed parts, avoid unnecessary replacement, and notify TAG no later than the next business day. Emergency work is not automatically covered or reimbursable.

7.8 Independent service

Use of an independent service provider does not automatically cancel unrelated warranty coverage. TAG is not responsible for unauthorized independent diagnosis, teardown, removal, repair, rework, replacement, travel, or other cost. TAG may deny or limit the affected claim to the extent outside work caused, concealed, worsened, or made the condition impossible to verify.

7.9 Outside-work documentation

If TAG authorizes outside work, the service provider must document the work and provide the requested final records within 10 business days after completion unless TAG states another deadline. Late documentation may be denied if the delay prevents verification, return of parts, recovery from an OEM, or accurate review. No deadline in this document shortens a non-waivable legal claim period.

7.10 Removed parts, cores, and inspection

Removed or replaced parts, cores, media, and related evidence must be preserved until TAG gives written disposal instructions or the stated return period expires. TAG may require return at the approved shipping method, conduct remote or in-person inspection, or obtain reasonable independent testing. Failure to preserve or return an item may result in denial or reversal of a credit when the item was reasonably necessary to evaluate the claim.

7.11 Warranty review decision and exceptions

TAG administers the warranty and makes the initial determination of eligibility, covered defect, remedy, replacement product, credit, and reimbursable expense, subject to applicable law. An exception, settlement, or goodwill payment applies only to the written matter and does not admit liability, authorize future work, or modify coverage for another item or event.

8. Regulatory Standards, Inspections, and Later Changes

The warranty addresses compliance at the time supplied; it is not a lifetime guarantee against future rule changes.

8.1 Requirement in effect at sale and approval

For a product sold for a stated regulatory application, TAG's obligation is measured against the applicable published requirement, official guidance, approved specification, and configuration known and in effect when the product was sold, installed, commissioned, or submitted for the applicable original approval. A system that met those requirements is not defective merely because a requirement or interpretation later changes.

8.2 Government or authority inspection

A state agency, inspection authority, vehicle owner, operator, school district, municipality, fleet, or other responsible entity may inspect the vehicle and compliance equipment and may make the final decision whether the vehicle may be placed or kept in service. TAG may inspect, test, adjust, or repair covered equipment to correct a verified covered defect or covered TAG installation condition that prevents the original system from operating in accordance with the requirement applicable when supplied.

8.3 No guarantee against later reinterpretation

An earlier inspection, approval, acceptance, test, certification, or successful use does not guarantee that an agency or other authority will not later change or reinterpret a rule, inspection procedure, enforcement position, technical preference, documentation requirement, mounting location, configuration, or required equipment.

8.4 Later retrofit, campaign, or fleet rework

A later requirement to inspect, relocate, reconfigure, update, retrofit, add, replace, or rework equipment across one or more vehicles is not warranty work unless TAG determines that the original covered product or TAG-accepted installation failed the requirement that applied when it was supplied. Parts, labor, travel, field service, project management, vehicle access, and related costs for a later change are customer-pay unless TAG separately agrees in writing to another arrangement.

8.5 Ongoing owner and operator responsibility

The owner and operator remain responsible for monitoring current requirements, maintaining inspection readiness, completing required daily or pre-trip checks, training personnel, keeping required equipment operational, responding to agency notices, and removing a vehicle from service when required. TAG may provide technical assistance or a proposal for later compliance work without converting that work into a warranty obligation.

9. Payment Default, Suspension, and Remote Control

This section applies only to the extent permitted by law and the controlling sales, lease, finance, license, service, or security agreement.

9.1 Past-due accounts and suspension of service

If the Original Purchaser or another responsible account fails to pay an undisputed amount when due, TAG may, after any required notice or cure period, suspend new service authorizations, advance replacements, labor, travel, credits, claim reimbursement, technical or hosted services, support, and future work on any system owned or controlled by the same defaulting customer until the default is cured. The original warranty term continues to run during suspension and is not extended by the default or suspension. TAG may apply an otherwise payable contractual credit against an undisputed past-due balance where permitted by law.

9.2 Effect on contractual warranty service

To the extent permitted by law and the controlling agreement, TAG may suspend or terminate discretionary or contractual warranty service for an unpaid product, installation, lease, finance, subscription, license, or service obligation, and may decline future work for the same customer. This section does not eliminate a right that applicable law makes non-waivable and does not excuse payment for work, products, or services already provided.

9.3 Recovery, restriction, or remote disablement

For leased, financed, licensed, conditional-sale, or otherwise secured equipment—and for purchased equipment only when the customer has expressly agreed in the controlling contract to remote-management or security controls—TAG may exercise a contractual and lawful remedy after default, including recovery, repossession, service restriction, feature restriction, account deactivation, or remote disablement of the applicable product. TAG will use remote disablement only after any required notice and opportunity to cure and only when the method is permitted by law and does not create an unreasonable safety risk.

9.4 Effect on TAG-managed equipment and services

A payment-related remote restriction or suspension under this section is limited to the applicable TAG-managed product, camera, recording, monitoring, communications, remote-access, software, subscription, cloud, or server-linked functions. If the restriction or suspension affects required safety, recording, monitoring, inspection, or compliance equipment, the owner or operator is responsible for determining whether the vehicle or equipment may lawfully remain in service and for removing it from service when required. A remote restriction does not transfer the owner's operational or regulatory responsibility to TAG.

10. Limitations of Warranty and Liability

The limitations below apply only to the maximum extent permitted by applicable law.

10.1 Commercial transactions and implied warranties

FOR A COMMERCIAL TRANSACTION, EXCEPT FOR THE EXPRESS LIMITED WARRANTY STATED IN THE CONTROLLING WRITTEN DOCUMENTS AND ANY OBLIGATION THAT CANNOT LAWFULLY BE EXCLUDED, TAG DISCLAIMS OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

For a consumer-product transaction governed by federal or state consumer-warranty law, TAG does not disclaim an implied warranty or remedy that cannot lawfully be disclaimed. Where permitted, the duration of an implied warranty is limited to the duration of the applicable written limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to a particular purchaser.

10.2 Exclusive warranty remedy

To the maximum extent permitted by law, the remedies in Section 4 are the exclusive remedies for breach of this limited warranty. Nothing in this document excludes a liability or remedy that applicable law does not permit TAG to exclude.

10.3 Excluded damages and costs

To the maximum extent permitted by law, TAG is not liable under this limited warranty for an indirect, incidental, special, exemplary, punitive, or consequential loss, including lost use, lost revenue, lost profit, substitute vehicle or equipment, rental, towing, business interruption, missed route or event, lost or unavailable data, loss of evidence, customer or third-party claim, or regulatory penalty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to a particular purchaser.

10.4 Maximum contractual warranty liability

To the maximum extent permitted by law, TAG's total contractual liability for a covered warranty claim will not exceed the amount paid for the specific defective covered part or product plus any labor specifically covered and authorized under the applicable coverage level. This limitation does not apply to a liability that applicable law does not permit TAG to limit.

10.5 No warranty of uninterrupted operation

Complex vehicle, electronics, communications, software, sanitation, safety, and monitoring products may require inspection, adjustment, updates, maintenance, or service. Except for the express written specification and limited warranty, TAG does not warrant uninterrupted or error-free operation or that a product will prevent every loss, accident, violation, contamination event, missed inspection, equipment failure, or unauthorized act.

10.6 Third-party statements

A dealer, installer, reseller, technician, body company, vehicle dealer, OEM dealer, subcontractor, agent, or other third party may explain the warranty but may not change it, select a remedy, admit liability for TAG, settle a claim for TAG, or promise TAG reimbursement without written TAG authority. A separate promise made without that authority is the responsibility of the person or business making it.

11. General Terms and Contact

These provisions govern administration and future use of the warranty.

11.1 Written notices and electronic records

A required written approval or notice may be provided through a TAG service-request system, customer portal, email from an authorized TAG account, signed document, order record, or another electronic record TAG uses for the transaction. A telephone call, text message, site visit, or discussion is not approval unless TAG confirms it in such a written record.

11.2 Severability and no waiver

If a provision is found unenforceable, it will be limited only to the minimum extent necessary, and the remaining provisions will continue. TAG's delay or decision not to enforce a provision in one instance is not a waiver in another instance. A goodwill remedy or negotiated settlement applies only to the written matter it resolves.

11.3 Assignment and administration

The purchaser may not assign a warranty claim or right to reimbursement without TAG's written consent, except where applicable law provides otherwise. TAG may use an affiliate, OEM, insurer, administrator, technician, dealer, or other service provider to inspect or perform approved work without changing the applicable coverage limits.

11.4 Revision and current copy

TAG may revise these terms prospectively. The controlling version is the version applicable to the sale under Section 1.4, not necessarily the most recent website version. A website copy may be used as evidence of the current published terms but does not retroactively replace the coverage issued with an earlier sale.

11.5 Warranty contact

To report a concern or request warranty authorization, contact TAG at 856-488-6182 or transportationag.com/tag-warranty/. Include the customer, product, serial number, vehicle or asset identification, installation and in-service dates, a clear description of the concern, and photographs or other evidence available before repair.

SPECIFIC LEGAL RIGHTS

This limited warranty gives the Original Purchaser specific legal rights. The purchaser may also have other rights that vary by state and by whether the transaction is commercial or consumer.