

Thank You

It is with great honor that we present our GTR Simulator line as part of the growing Abtivan family. Countless hours were spent examining performance vehicles, transposing measurements, and carefully selecting the best real-world traits to be utilized by our simulation gaming rigs. Through meticulous engineering and craftsmanship, the GTR Simulator was created to supplement our racing team and is now available to fulfill your aspirations. Thank you for choosing GTR as your simulator of choice and we hope to see you on the track, virtual or otherwise!

Technical Support

GTR Simulator products are offered with no charge technical, installation, and pre/post-sales support – Mon through Fri, 9:00 AM – 6:00 PM Pacific Time.

Contact Us

GTR Simulator is located in sunny, Southern California. Please feel free to contact us if you have any questions.

1004 Brooks St,
Ontario CA 91762

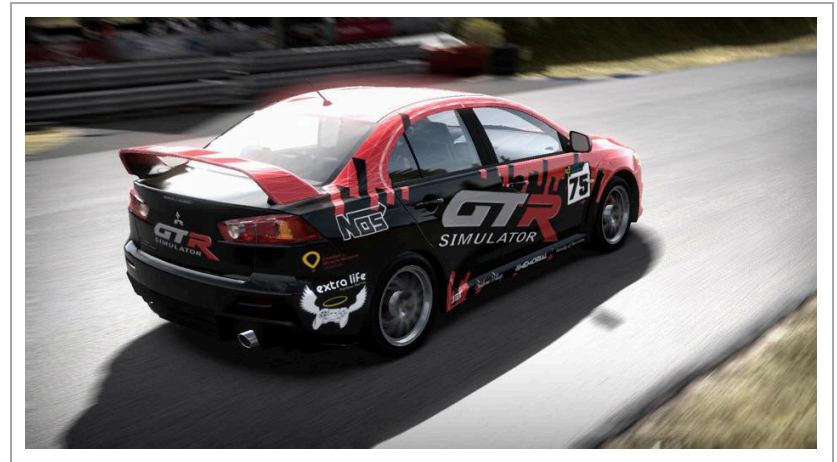
Phone: +1 (888)9GTRSIM

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Email: info@GTRsim.com

Web: GTRsim.com

Warranty Information



10BGTR SIMULATOR

An Abtivan Company



GTR Simulator
1004 Brooks St,
Ontario CA 91762

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Terms of Agreement

These Limited Warranty terms shall be governed in all respects by the laws of the United States and of the State of California, without regard to the conflicts of laws principles thereof. The United Nations Convention on Contracts for International Sale of Goods is specifically disclaimed. The state and/or federal courts residing in San Bernardino County, California shall have exclusive jurisdiction over any dispute or claim arising out of these Limited Warranty terms.

GTR Simulator makes no warranties or representations, expressed or implied, statutory or otherwise, as to the quality, capabilities, operations, performance or suitability of any third-party software or equipment used in conjunction with the product, or the ability to integrate any such software or equipment with the product, whether such third-party software or equipment is included with the product distributed by GTR Simulator corporation or otherwise. Responsibility for the quality, capabilities, operations, performance and suitability of any such third-party software or equipment rests solely with the purchaser and the direct vendor, owner or supplier of such third-party software or equipment.

GTR Simulator products are not designed, manufactured or intended for (i) uninterrupted use, or (ii) commercial use.

Nothing in the Product instructions or information shall be construed to create an express warranty of any kind with respect to the Products. No agent, employee, dealer, representative or reseller is authorized to modify or extend this Limited Warranty or to make binding representations or claims, whether in advertising, presentations or otherwise, on behalf of GTR Simulator regarding the Products or this Limited Warranty.

Nothing in this Limited Warranty affects any statutory rights of consumers that cannot be waived or limited by contract. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from State to State or Province to Province.

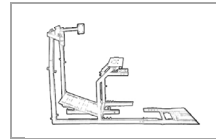
- Defects or damage resulting from the use of a 3rd party product in conjunction or connection with accessories, products, software or secondary peripheral equipment not furnished for the usage with or approved for the Product by GTR Simulator.
- Defects or damages resulting from improper testing, operation, maintenance, installation, service, or adjustment not furnished or approved by GTR Simulator.
- The use of inadequate shipment packaging or use of inadequate packing material resulting in damages to the Product while in transit with Original Purchaser's shipping courier.
- Unauthorized changes to the Software or Firmware on Products may cause this warranty to be null and void.
- Products purchased from unauthorized resellers or dealers, which include, without limitation, online marketplaces such as eBay, Amazon (except for GTR Simulator's official Amazon Marketplace store), and other online auction and/or marketplace websites. If you are unsure of whether a reseller is an Authorized Reseller, please contact GTR Simulator for confirmation.
- This Limited Warranty applies only to software developed by or for, and hardware parts manufactured by or for GTR Simulator. The Limited Warranty does not apply to any modifications of any kind, including the modification, alteration, addition or removal of any hardware part or any software added by the retailer, consumer or end user, even if packaged or sold with GTR Simulator hardware.

GTR Simulator warrants that the Product (defined below) delivered hereunder to the original purchaser ("Original Purchaser") from GTRsimulator.com or a GTR Simulator Authorized Reseller (each an "Authorized Reseller") will be free from material and workmanship defects that adversely affect the performance of the Product under normal use, pursuant to the terms outlined below. This Limited Warranty is only valid for the Original Purchaser, is non-transferable and does not extend to any used Products or Products not purchased from GTRsimulator.com or an Authorized Reseller.

Limited Warranty Term

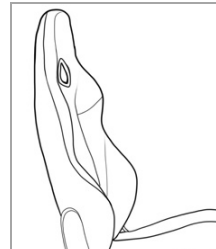
The length of the Limited Warranty is determined by component (chair, frame, motion unit) as set forth below and will be measured beginning from the date of purchase:

Frame - 10 Year



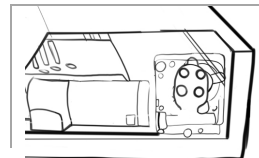
GTR Simulator warrants all framing and hardware to be free from manufacturer defect. Warranty does not cover damaged or bent framework, or corrosion caused by finish damage.

Chair-5 Year



Cushions may soften and compress up to 1" within the first year of use and is not considered a defect. Warranty does not cover loss of firmness, softening, or flattening of cushioning, damage, wear and tear, wrinkling, stretching, fading, discoloration, soiling, pet damage or neglect.

Motion Unit- 1 Year (for GTM models)



The warranty will be voided if the hardware has been opened for any reason, including for attempts at repair, except those performed by or as directed by the manufacturer.

Getting Started

Return Policy and Limited Refunds

Except as specifically provided below, your sole remedy for a defective Product shall be the repair or replacement of such defective Product in accordance with the terms and conditions of this Limited Warranty.

GTR Simulator only offers refunds for products purchased directly from its official website GTRsim.com if such products are returned within 14 days of purchase. Returns are subject to a 15% restocking fee if the product packaging has been opened, regardless of whether the product has been used or not.

For products not purchased at GTRsim.com, refund claims, if any, are subject to the Authorized Reseller's refund policy and must be processed through the original Authorized Reseller's return policy. GTR Simulator will not honor any refunds offered through Authorized Resellers. If a warranty defect arises and a valid claim is received by GTR Simulator within the Warranty Period, GTR Simulator will, in its sole discretion, either (i) exchange the part with a new, used or refurbished part that is at least functionally equivalent to the original part, or (ii) refund the purchase price of the part. A replacement part shall have the warranty remaining on the original part. When a part is exchanged, any replacement item becomes the Original Purchaser's property and the replaced item becomes GTR Simulator's property. When a refund is given, the part(s) for which the refund is provided becomes property of GTR Simulator.

GTR Simulator does not cover shipping costs for products that are returned for a refund.

How to obtain Warranty Service

To obtain warranty service under this Limited Warranty, you must contact GTR Simulator to receive a Return Merchandise Authorization ("RMA") number prior to returning the product to GTR Simulator in accordance with the GTR Simulator RMA Process. Please contact GTR Simulator Technical support at 1(888)948-7488 or contact us by email at info@GTRsim.com.

This Limited Warranty applies only to Products used in accordance with this Limited Warranty and GTR Simulator's published documentation, and does not cover:

- Products that are modified outside of factory specifications and/or not in factory condition including but not limited to:
- Products with modification to the serial number and/or factory identification labels whether removed, relocated, falsified, defaced, damaged, altered or made illegible.
- Any damages to the components, hardware and/or assembly of the Products including but not limited to damages caused as a result of neglect, abuse, accidents, misuse, or unusual physical, electrical or electromechanical stress (including due to uninterrupted use of the Products or use of the Products for commercial use, whether or not for profit or in exchange for any other benefit conferred).
- Any missing hardware, components and/or assemblies of the Product.
- Cosmetic damages deemed outside of reasonable usage caused by deep scratches, cuts, cracks, dents, discoloration, neglect, dropping or mishandling the Product.
- Products that are exposed to liquid, liquid residue or excessive humid environments resulting in rust, moisture, dampness, stains, corrosion or liquid spills on components, hardware or electronics. Burns or component flare-ups as a result of a liquid accident or spill.
- Exposure to cigarette tar residue, dampness, sand, dirt or excessive debris.
- Products that are rendered non-functional due to an accident, collision with an object or tool, use of excessive force, neglect for care, exposure to fire or abnormal heat, flooding, dirt, windstorms, lightning, earthquakes, excessive weather conditions, or other acts of God, theft, blown fuses, improper use of any electrical source, or overloaded electrical circuits.