

Warranty Policy and Limitations

Two-Year Limited Warranty

Synaccess Networks, Inc. ("Synaccess") warrants to the original End User ("Purchaser") that this computer product purchased from Synaccess or an authorized Synaccess dealer ("Product") is free from manufacturing defects in material and workmanship for the applicable warranty period as set forth in the Product specification, from the date of shipment to Synaccess authorized dealer. In order to receive warranty services, contact the appropriate Synaccess location shown at the following web address, <http://www.Synaccess.com/contact-us/>. Product returns must reference an Synaccess Return Material Authorization Number ("RMA #") and any Product received by Synaccess without an RMA# will be refused and returned to Purchaser. Purchaser will need to provide the following information:

- Date unit was purchased.
- Unit model Number.
- Unit serial number.
- Company name and address; name, email address and telephone number; name of reseller where hardware was purchased.
- Description of the problem with as much detail as possible.

Purchaser may be required to perform certain diagnostics tests on Product prior to Synaccess issuing an RMA #. Synaccess, at its discretion, may use new, refurbished, or reconditioned replacements parts to perform any warranty repair or replacement of Products. Synaccess also reserves the option to replace the entire Product with a comparable Product. Synaccess Products or parts that are replaced or repaired under this warranty are warranted for the remaining unexpired portion of the original warranty period. This constitutes Purchaser's sole and exclusive remedy in the event of a defect.

This limited warranty covers defects encountered in the normal use of the Product during the warranty period and does not apply under the following conditions: Product is damaged due to physical abuse, mishandling, accident, negligence or failure to follow operating instructions; Product is modified by Purchaser in any manner other than that for which it was intended or otherwise approved by Synaccess, including, but not limited to tempering, ruggedizing, and/or militarizing the Product; damage or defects caused by the use of unauthorized parts or by unauthorized service; the Product has been subject to unsuitable operating or physical conditions outside those recommended in Product specifications as provided by Synaccess; Product has its serial numbers altered or removed; or Product is damaged due to improper packaging of the warranty return to the Synaccess dealer or Synaccess.

EXCEPT FOR THE EXPRESS WARRANTY STATED ABOVE, SYNACCESS MAKES NO OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THIS SYNACCESS PRODUCT. ALL IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED.

SYNACCESS DOES NOT WARRANT THAT PRODUCT WILL MEET ALL OF PURCHASER'S REQUIREMENTS OR THAT OPERATION OF PRODUCTS WILL BE UNINTERRUPTED OR ERROR FREE.

CUSTOMERS ARE RESPONSIBLE FOR RETURN SHIPPING COSTS, UNLESS PRODUCTS ARE RETURNED FOR SERVICE WITHIN 30 DAYS AFTER PURCHASING.

Synaccess shall have no liability or responsibility to Purchaser or any other person for any loss or damage or any special, incidental or consequential damages caused or alleged to be caused directly or indirectly by Product or those items supplied or sold by Synaccess hereunder, including, but not limited to, any interruption of service, loss of data, loss of customer goodwill, loss of business, anticipatory profits or consequential damages resulting from the use or operation of the Product. In no event shall Synaccess be liable for loss of profits or any indirect, special, incidental, or consequential damages arising out of any breach of this warranty or in any manner arising out of or connected with the sale or anticipated use of the product. In no event shall Synaccess be liable for any damages whatsoever in excess of the purchase price of the Product. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.