

Warranty - Manufacturers

During the warranty period, Warp Systems will repair or replace defective products returned to Warp Systems warranty repair facility.

Warranty provides for the repair of the product and is limited to:

- ❑ Repair, alignment, and adjustment to original manufacturing specifications of any covered product(s) that malfunctions due to a manufacturing defect while being used within the operational and environmental parameters specified by Warp Systems.
- ❑ Product updates, if applicable, as defined from time to time by a Warp Systems Engineering Change Order.
- ❑ Standard warranty repair with turnaround of 10 business days from the date the product is received by Warp Systems. Turnaround times are best effort, not a guarantee, and are exclusive of shipping time.

If product is replaced under warranty, Warp Systems will:

- ❑ Replace the product with the same configuration or equivalent as directed by Warp Systems
- ❑ Inform the customer which serial number and model configuration we took out of service
- ❑ Inform the customer of the serial number and model configuration we sent as replacement

Warranty does not include, among other things:

- ❑ Replacement of consumable parts or accessories, as defined by product, which include but are not limited to batteries, cables, carrying cases, etc.
- ❑ Repair of problems caused by physical damage, operator error, unauthorised alterations or attempted repair, direct lightning damage, or other natural or manmade disasters, including but not limited to:
 - Excessive dirt or contamination affecting performance
 - Spillage of liquids and other foreign substances on products
 - Unapproved modification of product
 - Disassembled product
 - Defacement of manufacturing labels
 - Scratched, contaminated, and or damaged optical components
 - Loose or missing parts
 - Broken, cracked, disfigured displays, windows, housings or triggers
 - Broken or cracked plastic parts (internal or external)
 - Torn gaskets, seals, o-rings or other flexible parts
 - Damaged external cables
 - Torn keypads
 - Low charged batteries affecting performance
 - Use of abrasive cleaners or other unapproved cleaning materials
 - Improper use of product
 - Connection of product to an unapproved host device
 - Connection of product to unapproved power source
 - Product that has been opened by unauthorised personnel
 - Product that has been serviced by unauthorised personnel
 - Damaged touch screen displays due to use of unauthorised stylus (pens)
 - Charred or melted product and/or parts
 - Product exposed to environments beyond specification
 - Products exposed to natural disaster
 - Use of parts or accessories not approved or supplied by Warp Systems