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Manufacturers Product Post-Warranty Repair Terms and Conditions

One Price Post-Warranty Repair Service - Terminals

An RMA (Return Material Authorization) number is required for expired warranty repair services and can be requested through POSIFLEX support web site at www.POSIFLEXusa.com/rma.php.

The RMA number is only valid for 14 business days from the date of service request.

Post-Warranty repair services include diagnostics, parts, labor, testing and burn in services, handling and return shipping costs via UPS ground. Parts covered by this agreement include mainboard, memory, hard disk drive, riser card, cables, power supply, touch panel, inverter, LCD and reloading factory installed images for a failed hard drive.

Repairs to your product will consist of replaced component(s) or replacement of the entire product; the failed component(s) and product(s) become property of POSIFLEX and the repaired component(s) and product(s) become your property. If applicable law requires that POSIFLEX return a failed item to you, you agree to pay the additional cost of handling and shipping. POSIFLEX's sole obligation is to supply (or pay for) all labor necessary to repair the Product found to be defective and to repair or replace defective parts with new parts or, at the discretion of POSIFLEX, serviceable used parts that are equivalent or superior to new parts performance.

Shipping & Packaging

Pack the return equipment carefully as POSIFLEX is not responsible for product damage due to poor packaging or improper handling. The RMA number must be on the return package label or the package will be refused and returned to you. Remove any external attachments, cables or power supplies and back up business data as necessary.

You are responsible for ensuring that the serial number in the returned package is the same as the serial number specified in the RMA. If the serial number does not match our records, the package will be returned to you, unrepaired at your expense.

Payment

Post-Warranty repair service requires a payment of \$479 US dollars. This fee does not include country, provincial, state, local sales, use, value added, excise, privilege franchise or similar taxes.

Advance payment by credit card authorization or cashiers check is required before a unit can be repaired and returned to you unless you have a standing account with Posiflex. Customers on account must provide their Purchase Order number on the Repair Authorization.

Service Exclusions & Limitations

POSIFLEX cannot reload a Microsoft Operating System for a failed hard drive unless the correct COA license is still affixed to the unit. Loading software without the COA sticker violates our license agreements with Microsoft.

If it is determined that repair is required due to the failure of parts that have not been supplied or branded by POSIFLEX, or if any serial number has been altered, defaced or removed, or items have been damaged by accident, abuse, misuse, faulty installation (including use of an unauthorized mount), maintenance, repair or modifications by an unauthorized third party or failure to properly use the product in the application for which the product was intended, or if the unit contains parts gathered from differing units, we may return the item to you without repair and charge a diagnostic fee plus shipping and handling, or issue a time and materials quote for such repairs.

Any damage or defect that is cosmetic only and does not affect device functionality will not be repaired. POSIFLEX retains the right to not address normal wear and tear such as scratches, dents, grease build up or rust.

If you do not provide an address where an item can be delivered successfully within 30 business days, POSIFLEX will notify you in writing that the item is considered to be abandoned. In the event an item is considered to be abandoned, POSIFLEX may dispose of it in accordance with applicable provisions of law, and specifically, may sell your item at a public or private sale to pay for any outstanding service performed, including storage fees, shipping and handling charges. POSIFLEX reserves its statutory and any other lawful liens for any unpaid charges.

POSIFLEX will make every best effort to repair End of Life products, but makes no guarantee of parts availability beyond 3 years from original product End of Life date.

Post-Warranty repair service is offered and valid only to residents located in the fifty states of the United States of America, the District of Columbia and Canada. Service for Canadian customers will be provided by the authorized Posiflex depot repair service in Canada effective March 1, 2008. Service under these repair terms and conditions are not available where prohibited by law.

Warranty

All repairs carry a standard 90 day limited warranty. If a component that is repaired or replaced fails within 90 days, POSIFLEX will issue another RMA number for repair or replacement at the discretion of POSIFLEX dependent on circumstances.

Limitations of Liability

POSIFLEX'S liability will be limited to the cost of repair or replacement of the affected product if damage or loss occurs while in POSIFLEX'S custody. POSIFLEX has no liability whatsoever for indirect, special, exemplary, or consequential damages such as lost profits or revenue. POSIFLEX is not responsible for maintaining or restoring any data or 3rd party applications and makes no warranty for the loss of business information.

POSIFLEX retains the right to change the terms or details of this agreement at any time.