



## WARRANTY

### 1. General Terms

1.1 Pskeysystems warrants that the product delivered shall conform to the product specification applicable to the product and shall be free from defects in design, materials and workmanship for a period of 12 months from the date of delivery to purchaser. ("Warranty period")

1.2 During the Warranty Period, the Product , or if necessary, one or more of the Product components, will be repaired or replaced at Pskeysystems's option, without charge to Customer for either parts or labors.

### 2. Specific Terms

2.1 The Warranty may be superseded by specific agreements in writing or contracted warranties other than those expressed here.

### 3. Limitations of Warranty

3.1 This Limited Warranty shall not apply to normal wear and tear, or if any component of the Product is opened or repaired by someone not authorized to do so by Pskeysystems, and does not cover repair or replacement of any Product damaged by:

Misuse, moisture or liquids, proximity or exposure to heat, accident, abuse, neglect, misapplication, electrostatic discharge, mishandling, mechanical alteration, or defects due to repairs or modification made by anyone other than Pskeysystems.

3.2 This Limited Warranty does not cover physical damage to the surface of the Product, including cracks or scratches on the monitor screen. This Limited Warranty does not apply to any equipment other than the Product as defined in this Limited Warranty.

3.3 This Limited Warranty also does not apply if the malfunction results from the use of the Product in conjunction with accessories, products, services or ancillary or peripheral equipment not expressly approved or provided by Pskeysystems specifically for use with Customer's particular Product, and where it is determined by Pskeysystems that such malfunction is not the fault of the Product itself. Additionally, if malfunction results from the



failure of the user to abide by the operating manual, the Limited Warranty may be void, and if it is not void, it shall not apply. Data backup is the responsibility of the user of the Product. Neither Pskeysystems nor the reseller or distributor through whom Customer purchased the Product is responsible for data that may be damaged or lost at any time, including, without limitation data lost or damaged during the use or servicing of the Product. Pskeysystems will not be responsible for any warranties or guarantees provided by the Distributor or any other party. Any repair or replacement pursuant to this Warranty may be requested by Customer from the Distributor or dealer

3.4 In the event that Pskeysystems acting reasonably and in good faith, determines that the returned product is not defective or exhibits defects such as those listed in 3.1, then the testing and repair and other reasonable costs incurred by Pskeysystems will be paid for by the customer upon receipt by Pskeysystems of written agreement from the customer.

#### **4. Termination of Warranty**

4.1 Pskeysystems may immediately terminate this Warranty upon written notification to the customer if the customer makes unauthorized alterations or modifications to the product, assigns or transfers the customer's right or obligations under this Warranty without prior written consent of Pskeysystems, or has not paid Pskeysystems all amounts relating to the product under this Warranty within 30 days of receipt of written notice from Pskeysystems.

#### **5. Limitation on Damages**

5.1 The warranty stated in this document is the customer's exclusive warranty for the product. All other warranties of any kind, express or implied, including warranties of fitness for a particular purpose and of merchantability are excluded to the fullest extent permitted by law.

5.2 Pskeysystems shall not be liable for any indirect, incidental, special, or consequential damages, including lost profits and revenues, failure to realize expected savings, any claim against a customer by a third party, or any other commercial or economic losses of any kind.

#### **6. General Terms and Conditions for RMA Claims**

6.1 The following Terms and Conditions must be met before a claim is honored.

1. Customer has completed all the steps under "RMA Procedures"
2. The malfunction, as described by the customer, is verified upon factory inspection.



6.2 Upon receipt of the suspected defective unit and confirmation of the malfunction, the factory service center will repair or replace the unit with a new or reconditioned warranty replacement at Pskeysystems's option.

6.3 A service fee will be charged against all products when no fault is found upon inspection.

6.4 Any and all units received without an RMA number may be refused and/or returned freight collect.

6.5 If there is dispute with respect to warranty period, the customer may be required to show proof of purchase prior to commencement of repairs.