



Add-On Products Hardware Warranty

LIMITED WARRANTY STATEMENT

This limited warranty shall apply to the Add-On Products' (AOP) product (the "Product"). AOP warrants that the product is at the time of its original purchase free of defects in materials and workmanship ("Limited Warranty"). This Limited Warranty is given only to the original purchaser of the Product ("Customer"). It shall neither exclude nor limit:

- a) any statutory rights of the Customer or
- b) any of the Customer's rights against the seller/dealer of the Product.

This Limited Warranty is subject to the following terms and conditions:

Warranty Period

Please see the datasheet of the products for how long the Limited Warranty shall last for. This Limited Warranty may not be sold-on, assigned, transferred, or given to any subsequent purchaser or acquirer of the Product.

AOP will return the repaired Product or replace it with another functional equivalent Product, which conforms to the product specifications to the Customer. All replaced faulty parts or components will become the property of AOP.

Pre-Installed Software Support

Any software delivered with the Product is provided "as-is". AOP does not guarantee uninterrupted or error-free operation of any software provided with the Product. This Limited Warranty applies only to the hardware components of the Product as originally supplied and does not apply to any software or other equipment. AOP will provide technical support for the Product's preinstalled software only when it concerns the proper functioning of the hardware.

For Support on Licensed Software, please see your AOP Software License Agreement and your AOP Maintenance License Agreement for detailed information.

RMA (Return merchandise authorization)

In Warranty (IW)

In the event of Product failure, the Customer should take the following actions:

- a) Refer to the user manual, to identify and possibly correct the problem.
- b) If the problem cannot be resolved by reference to the user-manual, the Customer should visit the AOP's website (www.add-on.com) for further information.
- c) Before the Customer contacts AOP's support line (found on www.add-on.com), please ensure the following information is at hand;
 - a. The model and serial number of the Product.
 - b. The Customer's full address and contact information.



Dead on Arrival (DOA)

DOA Criteria:

- a) Products that are found malfunctioning within 28 calendar days of sale to end-user;
- b) The malfunctioning of the Products is NOT caused by customer abuse, accident, neglect, improper handling, utilization or installation, contamination (sand, water, etc.);
- c) There's no scratch on the Products, including but not limited to accessories;
- d) There is no missing item packed in the original gift box, such items including but not limited to all accessories;
- e) The serial number of the Product returned must match the serial number on the gift box.

Out of Warranty (OOW) service

THIS LIMITED WARRANTY SHALL NOT APPLY IF THE DEFECT WAS CAUSED THROUGH ANY OF THE FOLLOWING:

- a) The malfunctioning of the Products caused by customer abuse, accident, neglect, improper handling, utilization or installation, contamination (sand, water, etc.), Unauthorized repair; or
- b) LCD & Camera defects: This Limited Warranty does not cover physical damage to the surface of the Product including but not limited to cracks or scratches on the LCD screen or camera lens; or
- c) The defect was caused by the fact that the Product was used with or connected to an accessory not approved or provided by AOP or used in other than its intended use and where it can be shown by AOP that such defect is not the fault of the Product itself; or.
- d) The defects or damage suffered as a result of force majeure (including theft).

The returned OOW Product will be verify by AOP and a repair estimate (both labor and materials cost) will be provided to Customer via phone calls and E-mails. Customer will be requested to confirm the repair within 30 days. If there is no respond from Customer, AOP will not be responsible to keep the returned Product and inspection fee will be charged.

No Fault Found Cases

End-user will be responsible for the cost of labor and freight if the returned Product is verified as "No Fault Found".

End of Service (EOS)

EOS period shall commence from AOP's last commercial shipment of respective models plus one (1) or three (3) years. The period depends on the period purchased. This information can be seen on the respective invoice. Defective Products will be replaced by the defect device successor, if spare parts are no longer available.



Repair fee:

Service Type	Cost will be paid by			
	Labor	Materials	Freight	
			End-user to AOP	AOP to End-user
In Warranty repair	AOP	AOP	End-user	AOP
Dead on arrival	AOP	AOP	AOP	AOP
Out of Warranty Repair	End-user (*)	End-user	End-user	End-user
No Fault Found	End-user	No cost	End-user	End-user

(*) Inspection fee will be charged if Customer decided not to repair.

Repair Warranty

If AOP repairs or replaces the Product, the repaired or replaced Product shall continue to be in warranty for the remaining time of the original Warranty Period or for three (3) months from the date of repair or replacement, whichever is longer.

Before returning any unit for service, be sure to back up data and remove any confidential, proprietary, or personal information from the Product. AOP is not responsible for the damage to or loss of any programs, data, or removable storage media

Latest warranty information

This Limited Warranty will be updated by AOP from time to time. Please visit the AOP’s website (www.add-on.com) to obtain the latest version of the Limited Warranty for the Product.