

## Dedicated Micros Warranty Statement

Valid From 5<sup>th</sup> June 2009

1. Dedicated Micros warrants that for a set period, valid from the date of invoice, its products are free from any defects in work and materials.
2. The warranty period for hardware varies between products. For product specific warranty details please visit the Dedicated Micros website or contact your local Customer Services Team. a. The hardware warranty period covers all components of the product and Disk Drives, unless otherwise stated.
3. The warranty excludes any and all defects arising from: drawing, design, specification or requirement of the Customer, general fair wear and tear, wilful damage, negligence, accidental damage, abnormal working conditions (including moisture and temperature fluctuations outside the recommended operating window), failure to follow Product environment, installation and operating instructions, acts of nature, voltage fluctuations and as a result of connection to or a location near any third party equipment.
4. Any stored data is not covered under this warranty. Dedicated Micros bears no liability with regards to the loss of data held in the unit.
5. The warranty shall be invalid if:
  - a. The warranty label on the product has been removed or damaged. Excluding Dome Cameras.
  - b. The serial label is damaged and / or illegible.
  - c. The product has been opened, Excluding Dome Cameras
  - d. The unit has been tampered with or previously repaired by an unapproved engineer.
  - e. The product has not been installed in accordance with the Installation Guidelines.
6. To ensure the warranty remains valid, all repairs must be conducted by a Dedicated Micros Service Centre. Contact your local distributor for a returns material authorisation number (RMA)
7. On discovery of any defect or non-conformity of the product covered by a warranty, the customer must notify Dedicated Micros in writing as soon as reasonably possible.
  - a. Dedicated Micros shall have no liability in respect to the product under warranty (or any other warranty, condition or guarantee) unless written notification is received prior to the expiry of the relevant warranty period.
8. Repairs on products under warranty will normally be conducted free of charge (as long as the conditions described in sections 4, 5, 6 & 7 are adhered to) The cost of shipping the faulty unit to Dedicated Micros for repair will be funded by the customer. The cost of shipping the repaired unit from Dedicated Micros to the customer's premises will normally be covered by the warranty. Dedicated Micros retains the right to charge for special shipping arrangements or delivery to alternative premises. The charge will be at cost and made at Dedicated Micros discretion. Dedicated Micros will not be liable for any costs incurred during the removal and reinstallation of the equipment. This includes all travel, labour and equipment-hire expenses that may be incurred.
9. Following a product repair (excluding drives), Dedicated Micros will warrant that product for a period of 1 year from the repair date or to the end of the normal warranty period, whichever is the later. Units that have drives repaired or replaced will have the drives warranted for 3 years from the date of repair/replacement. This will not affect the general warranty period of the unit.
10. Should the part that is returned be out of warranty or deemed beyond economical repair (BER) Dedicated Micros will charge for labour and parts accordingly, or return the part un-repaired. Contact your local distributor for pricing.
11. If a Customer fails to comply with the Terms and Conditions laid out in this document, and including, but not limited to, the time of performance in relation to such matters as payment then, without prejudice to all other rights of Dedicated Micros, the warranties contained in this document and Dedicated Micros standard Terms and Conditions shall from the date of such non-performance terminate and for the purpose of this Contract shall be deemed as excised.



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