

Warranty and Extended Warranty Policy Statement

Thinklogical warrants its products against defects in materials and workmanship for a period of one year from the date of shipment (the "Warranty Period"). Customers may extend the Warranty Period through the purchase of an extended warranty.

Under Thinklogical's warranty, repair or replacement of a defective product will be made if the defective product is returned to Thinklogical or an authorized dealer within the Warranty Period. In addition, during the Warranty period, any updates made to the software accompanying the hardware are available free of charge. Thinklogical and its suppliers disclaim any and all other warranties.

Limitations: This warranty does not apply to any (i) hardware that has been damaged by abuse, accident, act of God, misuse, misapplication, improper installation, or shipment, and (ii) hardware that has been modified or has a serial number that has been removed or defaced.

If the customer discovers a defect in the hardware during the Warranty Period, other than the defects listed in the above limitations, Thinklogical will repair or, at Thinklogical's sole discretion, replace the defective product at no charge to the customer, provided that the customer (i) notify an authorized Thinklogical support provider (or Thinklogical, if the hardware was purchased directly from Thinklogical) of the defect during the Warranty Period, and (ii) provide proof of purchase and a copy of the bill of sale, or the packing list for the hardware, bearing the applicable Thinklogical serial number to establish the original date of your purchase.

This limited warranty does not cover defects resulting from (i) use of the product other than as described in the applicable documentation for the product; (ii) modifications to or repairs of the product that are made by any party other than Thinklogical or a party acting on Thinklogical's behalf, or (iii) combination of the product with third party products that is not consented to by Thinklogical. Occurrences of events described in (i), (ii) or (iii) shall void the foregoing warranty.

Except for the express warranty set forth above, to the fullest extent permitted under applicable law, Thinklogical and its suppliers disclaim any and all other warranties, express and implied, including without limitation the implied warranties of merchantability, fitness for a particular purpose, title and non-infringement.

Warranties include product assistance and technical support from Thinklogical's Support Team, as well as all firmware and software updates for products as updates become available. Service and repairs may be completed by Thinklogical for products out of warranty for a fee on a case-by-case basis. Products not under warranty, returned to Thinklogical for service repair, will incur a \$75 test and evaluation fee. Additional repair fees may be required, in which case the \$75 fee will be credited towards those repair charges. Extended warranties are not available for equipment beyond five years of life, unless otherwise specified in a written agreement by Thinklogical.

Instructions for returning a product directly to Thinklogical:

1. Contact your customer service representative, or Thinklogical Support at +1(203)647-8700 or support@thinklogical.com.
2. Describe the defect with the product and Support will issue a Return Merchandise Authorization (RMA) number.
3. Pack the product in all of its original packing, if possible, and write the RMA number on the outside of the box.
4. Return the product to: Thinklogical, LLC
Attn: RMA _____ (RMA number issued to you by Thinklogical)
100 Washington Street
Milford, CT 06460 USA