

Product Warranty Specifications

General: Comtronix warrants that all Comtronix branded product will be free from defects in materials and workmanship for a period list below from the date of shipment. If the product is deemed under warranty and the warranty is not voided, Comtronix will, at its sole option, either repair or replace the product. Any parts or product which are replaced shall become the property of Comtronix. In the event of a discontinued item, a comparable replacement as determined by Comtronix, may be provided. Repair or replacement of a product (or any part thereof) does not extend the warranty period of the such product.

- IEC (Industrial Embedded Computers) 2 years
- IPC (Industrial Panel Computers) 2 years
- ITM (Industrial Touch Monitors) 2 years
- IRM (Industrial Rackmount Servers) 2 years
- RTC (Rugged Tablet Computers) 2 years
- IBC (Industrial Barcode Scanners) 3 years

Warranty Claims: Warranty claims shall be submitted to Comtronix via the RMA process outlined in below:

1. RMA requests are available at <https://www.comtronixus.com/support/rma-support-request/> or through Technical Support at 877-224-5534.
2. Provide your Billing and Shipping address
3. Contract First and Last name
4. Contact Phone number
5. Contact Email address
6. Serial Number of the product to be repaired
7. Product Model Number
8. Problem Code
9. Provide a brief problem description of any additional claims or damage
10. Customers shall be responsible for the packaging and shipping the product to the Comtronix service center. Over-boxing product is encouraged as the condition of the product shipped is the liability of the customer, and costs incurred due to misrepresentation of the condition of the product.
11. Customer to clearly mark the RMA on the outside of the box. The address of the Comtronix service center is listed below:

Comtronix
RMA #: XXXXXX
6310 Techster Blvd, Ste 3
Fort Myers, FL 33966
877-224-5534

1. Comtronix shall pay for the return of the product, via ground (2-5 days) to the customer's location. Expedited shipping is also available at the customer's expense.

Note: It is the customers responsibility to back up the all contents of the solid-state drive before

services are performed. The contents of the customers solid-state drive may be lost and/or reformatted during service. Comtronix will not be held liable for any damage to or loss of any programs, data, or other information stored on or in any product serviced by Comtronix. The contents of the customers solid state drive may be altered, deleted, and/or modified, and may be returned to the original factory configuration.

Warranty Service Time: Comtronix shall use reasonable efforts to repair or replace customers product covered by warranty within ten (10) business days of receipt of non-conforming product. Customer will be notified should the warranty repair extend past the ten (10) business days.

Excluded from Warranty: The warranty may be void if, in the sole discretion of Comtronix the product has been damaged by accident, misuse, neglect, modification and/or improper shipping and handling, or if the product is exposed to environments which exceeds, or is outside the scope of technical specifications stated in product datasheets, instructions and manuals. Warranty may be void if caused by any improper installation or failure of electrical power, liquid intrusion, or damage caused by impact. Cosmetic damage not effecting the operation of the product. Warranty is not extended to product that has been tampered with or serviced by any party not authorized by Comtronix as a repair facility. All consumable items; such as Mounts and Clips, Stylus, Tethers, Barcode Scanner Cables, Power Cables, Power Cords, Screen Protector Film, Cleaning Cloths, Hand-straps, Shoulder straps, and any additional accessories and/or peripherals not listed above or covered under a separate warranty. Missing and/or removed items such as Batteries, Port Covers, Buttons, Serial Number Label, Warranty Label or any consumable items listed above. Battery failure caused by improper use or maintaining of batteries. Note: Battery maintenance and use are listed in product manuals. Any act of God, accident, fire or other hazard.

Battery Warranty: Applicable products supplied with a battery are covered under a battery warranty of six (6) months from the date of purchase, or 500 charge/discharge cycles, whichever comes first. Batteries that are replaced under the warranty shall be covered for the remainder of the warranty period, and not from the date of the replacement. Note: Battery maintenance and use are listed in product manuals.

Accessory Warranty: Barcode Scanner Stands, Desk Top Cradles, Vehicle Cradles, and AC Adapters are covered under the warranty for a period of one (1) year from the date of purchase. Any accessory listed above that are replaced under the warranty shall be covered for the remainder of the warranty period, and not from the date of the replacement.

Warranty Disclaimer: COMTRONIX DISCLAIMS ANY WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED REPRESENTATIONS, WARRANTIES OR CONDITIONS OF MERCHANTABILITY. FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, AND NON-INTERFERENCE. COMTRONIX EXPRESSLY DISCLAIMS ANY LOST PROFITS, GENERAL, SPECIAL INDIRECT OR CONSEQUENTIAL DAMAGES WHICH MAY RESULT FROM BREACH OF ANY WARRANTY, OR THAT THE USE OF THE COMTRONIX PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. ANY IMPLIED WARRANTY AND WHICH CANNOT BE DISCLAIMED SHALL BE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD.

Limitation of Liabilities: IF THE COMTRONIX PRODUCT FAILS TO FUNCTION AS WARRANTED ABOVE, CUSTOMERS SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. NOT EXCEED THE

PURCHASE PRICE PAID FOR THE AFFECTED PRODUCTS IRRESPECTIVE OF THE NATURE OF THE CLAIM WHETHER IN CONTRACT, TORT, WARRANTY, OR OTHERWISE. CUSTOMER WILL INDEMNIFY, DEFEND AND HOLD COMTRONIX, ITS SUPPLIERS AND ITS SUBCONTRACTORS HARMLESS FROM ANY CLAIMS BASED ON (a) COMTRONIX'S COMPLIANCE WITH CUSTOMER'S DESIGNS, SPECIFICATIONS, OR INSTRUCTIONS, (b) MODIFICATIONS OF ANY PRODUCTS BY ANYONE OTHER THAN CUSTOMER, or (c) USE IN COMBINATION WITH OTHER PRODUCTS.

Notice: Either party may terminate this agreement by sixty (60) days written notice. Comtronix limited warranty is valid for the USA and Canada customers who have purchased product from Comtronix or an authorized reseller/OEM.