

# RuggON Limited Hardware Warranty Policy

## (1 to 3 years)

### 1. RuggON Limited Hardware Warranty

RuggON Corporation (“RuggON”) hereby warrants to its customers (“Customer”) that its hardware product is free from defect in materials and workmanship under normal use (“Defect”) for a period of one (1) to three (3) year from the purchase date. However, software is not included in warranty.

RuggON warranty terms may have variety of methods from different countries. If an RuggON product is purchased from RuggON’s distributor or reseller, then these distributor’s or reseller’s warranty service shall apply instead.

RuggON does not warrant that its hardware product is without interruption or is without error in operation. RuggON Limited Hardware Warranty does not cover the products with serial number or warranty label removed, replaced or damaged beyond recognition, nor does it cover products that are with Defect due to:

- Customer Induced Damage (so called CID), including accident, abuse, neglect, and misuse by man-made.
- Unauthorized repair, dismantlement, or modification.
- Hardware components or other supplies not provided or officially approved by RuggON.
- Operation outside defined specifications, including improper environment, temperature, humidity, electrostatics, or other irregularities.
- External causes, including virus infection and loss or damage during transportation.
- Natural disasters and human calamities, including earthquake, flood, fire, riot, and so on.

RuggON Limited Hardware Warranty covers the essential components, including main board, CPU, RAM, HDD, SSD, VGA, WLAN, power supply unit, thermal module and Power/AC adaptor; instead does not cover:

- (1) peripheral components such as power wire and USB wire,
- (2) mechanical components such as unit case, bracket, frame, rack, rail kit and cover,

- (3) accessories, such as VESA mount and stand,
- (4) packaging,
- (5) documentation such as user manuals,
- (6) CD/DVD.

## **2 Warranty Services**

RuggON will, at its sole discretion, either process repair or replace products with Defect free of charges.

RuggON may, at its sole discretion, use (1) new components, (2) used but equivalent-to-new components, or (3) components that are refurbished but as functional as new components, to process repair or replace products with the Defect. Customer shall follow the instruction properly pack the defective products, and shall pay the freight cost for returning the products with Defect to RuggON, on the contrary RuggON shall pay the freight cost for shipping the repaired products back to Customers.

For the repaired products/replacements, RuggON provides a hardware warranty term of ninety (90) days or the remainder of the original warranty, whichever is longer. The components or products that are replaced shall belong to RuggON's properties.

If a product is not operational under normal use due to substantial Defect within fifteen (15) days after its purchase date and is not subject to exceptions as indicated in Section 1 of this policy ("Dead on Arrival, or DOA"), Customer may contact the distributor for return the DOA product for replacement. If a DOA claim is made, Customer shall return DOA product with all accessories in its original and complete packaging. RuggON's distributor will pay all freight charges occurred. If a returned product does not comply with the DOA criteria indicated above, Customer shall pay all freight cost charges on the contrary.

When returning products to RuggON for repair service, Customer shall provide the valid proof of purchase to distributor. If Customer is unable to provide the valid proof of purchase, then the warranty calculation shall start from the manufacture date as indicated in the product's serial number.