



1 YEAR

Limited Warranty Statement – USA

Thank you for purchasing Hitron products.

IMPORTANT - REGISTER YOUR PRODUCT

us.hitrontech.com/product-registration/

Please retain your receipt as proof of purchase.



WARRANTY COVERAGE

Product Registration

This limited warranty is valid only in the United States of America ("USA"). The warranty coverage under this statement extends solely to Products of HITRON TECHNOLOGIES AMERICAS INC. ("Hitron" or "Hitron Technologies Americas") purchased and used within the territorial boundaries of the USA and is not transferrable.

WARRANTY PERIOD:

This limited warranty is only valid for one year from the date of original purchase from Hitron Technologies Americas or its authorized reseller ("Warranty Period").

PRODUCTS COVERED BY THIS WARRANTY:

Our policy is only to offer product warranties and to perform services only on products purchased from an authorized Hitron reseller and only accompanied by a receipt or proof of purchase. If you purchase a Hitron product from an unauthorized reseller or if the original factory serial number has been removed, defaced or altered, this Hitron warranty will not be valid.

Unfortunately, there are some websites and dealers who claim to be authorized Hitron resellers but are not. Products sold on these websites or from these dealers do not carry a warranty from Hitron. When you purchase products from an unauthorized website or dealer, you are taking a risk because these products may be counterfeit, used, defective, or may not be designed for use in your country. Please protect yourself and your Hitron product by ensuring that you only purchase Hitron products from an authorized reseller. If you have any questions about authorized resellers, please visit our website.

HARDWARE:

Hitron Technologies Americas warrants to the end user ("Customer") that the hardware product (not including the software) purchased from Hitron Technologies Americas or its authorized reseller will be free from defects in workmanship and materials, under normal use and service, for the Warranty Period.

Hitron Technologies Americas' sole obligation under this express warranty shall be, at Hitron's option and expense, to repair the defective product or part, deliver to Customer an equivalent product or part to replace the defective item, or if neither of the two foregoing options is reasonably available, Hitron Technologies Americas may, in its sole discretion, refund to Customer the purchase price paid for the defective product. All products that are replaced will become the property of Hitron Technologies Americas. Replacement

products may be new or reconditioned. Hitron Technologies Americas warrants any replaced or repaired product or part for one hundred eighty (180) days from shipment, or the remainder of the initial Warranty Period, whichever is longer.

SOFTWARE:

Except for software or firmware Hitron Technologies Americas licenses from third parties, media containing software manufactured by third parties, software or firmware developed by third parties, and/or software or firmware provided by third parties, Hitron Technologies Americas warrants to Customer that each software program licensed from it will perform in substantial conformance to its program specifications at the time of purchase, for duration of the applicable warranty period from the date of purchase from Hitron Technologies Americas or its authorized reseller and warrants the media containing software against failure during the Warranty Period. Hitron Technologies Americas stands by its products and attempts to work with third parties that license, manufacture, develop, or provide software programs, firmware, or media containing software from to fix any failure or performance below specifications; however, Hitron Technologies Americas does not warrant each software or firmware program of third parties will perform in substantial conformance to its program specifications nor warrants the media containing software manufactured by third parties against any failure during the Warranty Period. ALL SOFTWARE, FIRMWARE, AND MEDIA CONTAINING SOFTWARE EMBEDDED IN OR USED IN THE OPERATION OF THE WARRANTED PRODUCT THAT ARE NOT DEVELOPED BY HITRON TECHNOLOGIES AMERICAS ARE PROVIDED "AS-IS" AND "AS AVAILABLE."

The only updates that will be provided are at the sole discretion of Hitron Technologies Americas and will only be available for download at the Hitron website, us.hitrontech.com.

Hitron Technologies Americas' sole obligation under this express warranty shall be, at Hitron Technologies Americas' option and expense, to refund the purchase price paid by Customer for any defective software product, or to replace any defective media with software which substantially conforms to applicable Hitron Technologies Americas published specifications.

Customer assumes responsibility for the selection of the appropriate applications program and associated reference materials. Hitron Technologies Americas makes no warranty or representation that its software products will meet Customer's requirements or work in combination with any hardware or applications software products provided by third parties, that the operation of the software products will be uninterrupted or error free, or that all defects in the software products will be corrected. For any third-party products listed in the Hitron Technologies Americas software product documentation or specifications as being compatible, Hitron Technologies Americas will make reasonable efforts to provide compatibility, except where non-compatibility is caused by a "bug" or defect in the third party's product or from use of the software product not in accordance with Hitron Technologies Americas published specifications or User Guide. THIS HITRON TECHNOLOGIES AMERICAS PRODUCT MAY INCLUDE OR BE BUNDLED WITH THIRD-PARTY SOFTWARE, THE USE OF WHICH IS GOVERNED BY A SEPARATE END-USER LICENSE AGREEMENT. THIS HITRON TECHNOLOGIES AMERICAS WARRANTY DOES NOT APPLY TO SUCH THIRD-PARTY SOFTWARE. FOR THE APPLICABLE WARRANTY, PLEASE REFER TO THE END-USER LICENSE AGREEMENT GOVERNING THE USE OF SUCH SOFTWARE.

OBTAINING WARRANTY SERVICE:

To obtain warranty service within the USA, Customer must contact Hitron Technologies Americas Technical Support within the applicable Warranty Period to obtain warranty service authorization. Dated proof of purchase from Hitron Technologies Americas and its authorized reseller will be required. Products returned to Hitron Technologies Americas must

be pre-authorized by Hitron Technologies Americas with a Return Merchandise Authorization (RMA) number marked on the outside of the package, and sent prepaid and packaged appropriately for safe shipment, and it is recommended that they be insured or sent by a method that provides for tracking of the package. The repaired or replaced item will be shipped to Customer, at Hitron Technologies Americas' expense, not later than thirty (30) days after Hitron Technologies Americas receives the defective product. Return the product to:

In the United States

Hitron Technologies Americas Inc.
9000 E. Nichols Avenue
Suite 103
Centennial, CO 80112
Attn: RMA#

Hitron Technologies Americas shall not be responsible for any software, firmware, information or memory data or Customer contained in, stored on, or integrated with any products returned to Hitron Technologies Americas for repair, whether under warranty or not.

WARRANTIES EXCLUSIVE:

If a Hitron Technologies Americas' product does not operate as warranted above, customer's sole remedy for breach of that warranty shall be repair, replacement, or refund of the purchase price paid, at Hitron Technologies Americas' option. To the full extent allowed by law, the foregoing warranties and remedies are exclusive and in lieu of all other warranties, terms or conditions, express or implied, either in fact or by operation of law, statutory or otherwise, including warranties, terms or conditions of merchantability, fitness for a particular purpose, satisfactory quality, correspondence with description, and non-infringement, all of which are expressly disclaimed. Hitron Technologies Americas neither assumes nor authorizes any other person to assume for it any other liability in connection with the sale, installation, maintenance or use of its products.

Hitron shall not be liable under this warranty if its testing and examination disclose that the alleged defect or malfunction in the product does not exist or was caused by customer's or any third person's misuse, neglect, improper installation or testing, unauthorized attempt to open, repair or modify the product, or any other cause beyond the range of the intended use, or by accident, fire, lightning, other hazards or acts of God.

EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THIS AGREEMENT, THE PRODUCTS AND RELATED SOFTWARE ARE PROVIDED "AS IS" AND "AS AVAILABLE," AND HITRON TECHNOLOGIES AMERICAS MAKES NO REPRESENTATIONS OR WARRANTIES WHATSOEVER, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, ENFORCEABILITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, QUIET ENJOYMENT, UP TIME, OR ARISING FROM COURSE OF PERFORMANCE, DEALING, USAGE OR TRADE, WHETHER ARISING UNDER ANY LAW OR OTHERWISE. YOU ACKNOWLEDGE THAT HITRON TECHNOLOGIES AMERICAS DOES NOT PROVIDE ANY WARRANTY, EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THIS AGREEMENT, FOR THE PRODUCTS AND RELATED SOFTWARE INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES THAT THE GOODS ARE OF MERCHANTABLE QUALITY OR THAT THE GOODS CAN BE USED OR ARE SUITABLE FOR ANY PARTICULAR PURPOSE. TO THE EXTENT THAT HITRON TECHNOLOGIES AMERICAS CANNOT DISCLAIM ANY SUCH WARRANTIES AS A MATTER OF APPLICABLE LAW, THE SCOPE AND DURATION OF SUCH WILL BE LIMITED TO THE WARRANTY PERIOD OR THE FULLEST EXTENT PERMITTED BY LAW, WHICHEVER IS SHORTER.

LIMITATION OF LIABILITY:

To the full extent allowed by law, Hitron Technologies Americas also excludes for itself and its suppliers any liability, whether based in contract or tort (including negligence), for incidental, consequential, indirect, special, or punitive damages of any kind, or for loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of or in connection with the sale, installation, maintenance, use, performance, failure, or interruption of its product, even if Hitron Technologies Americas or its authorized reseller has been advised of the possibility of such damages, and limits its liability to repair, replacement, or refund of the purchase price paid, at Hitron Technologies Americas' option. This disclaimer of liability for damages will not be affected if any remedy provided herein shall fail of its essential purpose.

DISCLAIMER:

Some countries, states or provinces do not allow the exclusion or limitation of implied warranties or the limitation of incidental or consequential damages for certain products supplied to consumers, or the limitation of liability for personal injury, so the above limitations and exclusions may be limited in their application to you. When the implied warranties are not allowed to be excluded in their entirety, they will be limited to the duration of the applicable written warranty. This warranty gives you specific legal rights which may vary depending on local law.

GOVERNING LAW:

This Limited Warranty shall be governed by the laws of the State of Colorado, U.S.A. excluding its conflicts of laws principles and excluding the United Nations Convention on Contracts for the International Sale of Goods.
