



## Warranty Disclaimer

### HARDWARE WARRANTY

OmniPro Systems, Inc. warrants that its hardware products (including desktop/s, laptop/s, Chromebook/s, tablet/s, server/s, motherboard/s, CPU/s, video card/s, hard drive/s, optical drive/s, controller/s, sound card/s, power supply/s, keyboard/s and mouse), purchased and used in the United States, will conform to the manufacturer's specifications and be free from defects in workmanship and materials for a period of 1-3 years from the date of original purchase. OmniPro hardware is not warranted from cosmetic damage that occurs in normal use. OmniPro will replace defective parts with new or reconditioned parts of equal or better performance. Should your product prove to be defective during this period, contact our **Technical Support** Department for instructions on how to obtain service or RMA.

This warranty covers only normal use in a commercial environment in the United States. OmniPro is not responsible for warranty service should the OmniPro label, logo or the serial number be removed or should the product fail to be properly maintained or fail to function properly as a misuse, abuse, accidental damage resulting in cracked screen or body damage, improper installation, spilled liquids, insect infestation, misapplication, alteration, neglect, improper shipping, damage caused by disasters such as fire, flood, and lightning, improper electric current, or modification, upgrade or service other than by OmniPro or authorized representative. OmniPro is not responsible for lost or damaged data that may be stored on any item(s) or on any equipment to which it/they may have been connected. Under no circumstances does this warranty cover software-related problems of any type or nature. This warranty is extended only to the original purchaser. Proof of purchase may be required before warranty performance is rendered. The invalidity in whole or part, of any of the foregoing paragraphs will not affect the remainder of such paragraph or any other paragraph of this article.

### ON-SITE SERVICE

Satisfaction of this warranty, consistent with other provisions herein, will be limited to the replacement of the repair or modification of, or issuance of a credit for, the equipment involved, at OmniPro's option. If purchaser elects on-site service in lieu of return, such service will be provided on-site within 24-48 hours of notification and acknowledgement on a best efforts basis. OmniPro does not guarantee response time. This warranty shall be satisfied only if a) (OmniPro is promptly notified upon discovery of an alleged defect and b) OmniPro's examination of the subject equipment discloses, to its satisfaction, that any defect has not been caused by misuse, neglect, improper installation, improper operation, improper maintenance, repair or alteration, accident, or unusual deterioration or degradation of the equipment or parts thereof due to physical environment or due to electrical or electromagnetic noise environment.

**\*Purchaser will be billed at standard service rates prevailing at time of service call (time and material) in the event no hardware defect is found.**

### LIMITATION OF LIABILITY

In no event, whether on contract, warranty, tort (including negligence) or otherwise, shall OmniPro or its suppliers be liable for special, incidental, exemplary or consequential damages including, but not limited to, loss of profits or revenue, loss of use of the covered equipment or any associated equipment, damage to associated equipment tools or work in process, cost of capital, cost of purchased power, cost of substitute equipment, facilities or services, downtime costs, or claims of customers or purchasers for such damages. If purchaser furnishes OmniPro services or materials to a third party by contract, purchaser shall obtain from such a third party a provision affording OmniPro and its suppliers the protection of the preceding sentence. In no event shall OmniPro systems, inc. be liable for any loss or damage whatsoever arising from the failure to discover or repair latent defects inherent in the design of the equipment.

### RETURN POLICY AND PROCEDURES

Before returning any OSI product for warranty service; you must fill out a service ticket on our website. If warranted, OmniPro will issue a Return Merchandise Authorization (RMA) number to authorize the return. This procedure is necessary to ensure prompt and proper handling. Before calling, please have the following information ready:

- Product Model Serial number
- Detailed description of reason for return
- OmniPro service ticket #

RMA numbers are only valid for 15 days. OmniPro should receive the merchandise for return within 15 days of issuance of RMA number. Allow 7-14 days for turnaround time. (Excluding shipping)