

Extended Warranty Number

## **QualityLogic – 1 Year Extended Hardware Warranty Contract Policy**

QualityLogic is committed to supporting the products it sells through excellent customer support. Our objective is to insure that our customer's expectations and needs are met both before and after our products are purchased, not only for the first year, but for the lifetime of the product. The Extended Hardware Warranty Contract you have purchased or are considering entitles you to the following:

### **Hardware Replacement Service**

Through the Extended Hardware Warranty Contract, we ensure that your investment in a QualityLogic test or utility product is protected from an extended disruption of service due to hardware damage.

Subject to the obligations and exclusions below, QualityLogic will repair or replace a damaged or defective hardware component for a period of one (1) year from the first day after the limited hardware warranty expires or from the first day of the renewed Extended Hardware Warranty Contract. QualityLogic will repair or replace at its option, the Hardware or any of its parts that fail to conform to their design specifications during the term of this contract. QualityLogic may at its option replace or repair the Hardware using new or refurbished parts. All replaced parts shall become property of QualityLogic.

- 1 All returned Hardware will be subject to inspection by QualityLogic, Inc., to determine its functionality. If the returned Hardware is deemed 100% functional after inspection by QualityLogic, Inc., the customer will be charged a restocking fee.
- 2 QualityLogic will replace if needed, the Hardware identified by its serial number as covered by this contract once per year based on the anniversary date of the contract's implementation. All other damage will be repaired.
- 3 QualityLogic's liability under this Extended Hardware Warranty Contract shall in no event exceed the lesser cost of (1) authorized repairs (2) replacement with similar features (3) reimbursement for authorized repairs or replacements (4) the price you, the original purchaser, paid for the hardware portion of the product.

### **Returning Hardware**

Before returning Hardware for warranty service you must obtain a Return Material Authorization (RMA) number. To obtain an RMA number, please contact the Customer Support Department. Be sure to describe the problem and/or defect in detail to ensure the best possible service.

QualityLogic  
5401 Tech Circle  
Moorpark, CA 93021  
Tel: (805) 531-9030, Ext. 2 (8am-5pm PST)  
FAX: (805) 531-9045, Attn: Customer Support  
E-mail: support@qualitylogic.com

Shipping Instructions – After obtaining an RMA number, box the hardware in its original container or equivalent materials (this Limited Warranty does not cover damage that occurs during this shipping). Write the RMA number on the outside of the box and ship it to the above address. Please direct inquiries regarding warranty coverage to The QualityLogic, Inc., Customer Support Department. You will be responsible for the freight charges to get the product to QualityLogic and QualityLogic will be responsible for the freight charges to return the product to you.

### **Extended Hardware Warranty Contract Terms**

- 1 The Extended Hardware Warranty Contract covers only the product(s) specified, for a period of one (1) year as specified above.
- 2 Extended Hardware Warranty Contracts are renewable on an annual basis at QualityLogic's discretion, based on the original date of the Extended Hardware Warranty Contract purchase.

Please direct inquiries regarding this contract to The QualityLogic Customer Support Department.