

Unitec Electronics warrants its Products against defects in materials and workmanship, which become apparent within the specified warranty periods set forth below, under the following terms and conditions. This warranty is provided solely for the benefit of the original purchaser of the Product(s) and is voided if the Product is utilized at a location other than the location at which it was originally installed. This warranty is not transferable to someone other than the original purchaser.

Warranty Period

The Warranty Period on new equipment and parts is 12 months from invoice. The warranties in this policy otherwise exclude any labor or installation costs. All Unitec software is warranted for a period of 12 months from date of invoice.

Unitec further warrants all repair or service work performed by Unitec Electronics for a period of ninety (90) days from the date of shipment. In addition, Unitec warrants refurbished parts for ninety (90) days from the date of shipment.

Unitec will honor warranties expressly provided by another manufacturer for any pass-through purchased item, which is herein defined. A pass-through purchased item is a system manufactured solely as an assembly by another manufacturer, such as bill validator and coin acceptors, which Unitec purchases and integrates into a Unitec product in accordance with product unit specifications.

- Warranty service work must be performed by a Unitec approved distributor or by **Unitec Electronics** at its **7125 Troy Hill Drive, Elkridge, Maryland 21075** location. If any non-approved person attempts to repair a Unitec product, this warranty shall be deemed void.
- Service calls, or requests for replacement and/or returns, should be directed to the distributor from which the product was purchased.
- For warranty consideration, the part must be troubleshot between an authorized distributor technician and Unitec's Technical Service Department. The serial number of the Unitec unit/equipment must be provided at the time of the troubleshooting call.
- An RMA number (Return Material Authorization) issued by Unitec's Parts Department must accompany all returned parts, otherwise the part will be returned to the distributor at the distributor's expense.
- Parts returned to Unitec must be shipped with transportation charges prepaid. Unitec will return the shipment prepaid UPS standard ground. If the distributor requests another method of shipment, Unitec will invoice the distributor the full freight charge.
- Unitec will supply new or refurbished parts to replace parts that have been found defective within the warranty period.

- The warranted part, when received, will be inspected and tested to determine the cause of the failure. If the part failed for any reason other than defect in workmanship or material, which may develop under normal and proper use, the customer will be charged the full price for the replacement part and the part will be returned to the customer.
- If the failed part is not returned within **(30) days** of the invoice date of the warranty replacement, Unitec will invoice the customer the core charge for that part. See the Replacement & Repair Parts Price List for the core charge amount.
- Unitec will make its best efforts to correct any reported defects of its software through technical support staff via telephone. If Unitec is unable to resolve the defective software performance via telephone communications, it will supply at no charge a replacement version of the software within a reasonable period of time.

Any claim for benefits under the equipment warranty or under the software warranty must be submitted to Unitec in writing at 7125 Troy Hill Drive, Elkridge, Maryland 21075 within the warranty period.

Exclusions

The following are not covered by Unitec's warranty:

1. Problems caused by incorrect installation are not covered. The warranty applies only if equipment has been installed, used, and maintained in accordance with Unitec Installation and Operating Instructions.
2. Damage caused by misuse, accident, neglect or act of nature are not covered; including damage due to lightning or power surge.
3. Use of non-Unitec replacement parts (unless specified, in writing, by Unitec).
4. Damage caused by shipping or handling.
5. Consumable items are not warranted. (eg. Printer paper, printer ribbons, cleaners)
6. Any product, whose serial number has been removed, altered, replaced, or made illegible.
7. Unauthorized modification of equipment voids the warranty. This includes the addition of any non-supported 3rd party equipment.
8. Unauthorized use of software with non-Unitec specified software products void the warranty.

Warranty Limitations

The warranties hereinabove set forth are the sole warranties provided by Unitec. There are no other express or implied warranties, which extend beyond the terms hereof.

If any Unitec equipment and/or software fails to conform to any warranties hereinabove, or it fails to operate effectively, or if it is not merchantable, or if for any reason whatsoever it is not fit for its intended purposes, the liability of Unitec, in any such events, shall not exceed the purchase price of such item.

In no case shall Unitec be liable for any special, incidental, indirect, or consequential damages of the purchaser or of any third party. Such excluded damages include but are not limited to, loss of profits, loss of savings or revenue, and injury to persons or property.