

# Traveltek Limited Product Warranty

## Warranty coverage:

Traveltek warrants this product from any defects in material or workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, Traveltek will, repair and or replace the product. Replacement product or parts may include re-manufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty.

\* Pre-installed third-party software or software installed by the customer is void of warranty.

## Warranty Coverage Period:

One (1) year parts and labor.

## Who the warranty protects:

First consumer purchaser with a valid receipt of purchase.

## Warranty is void for any of the following reasons:

1. Any product, on which the serial number has been defaced, modified or removed.
2. Damage, deterioration or malfunction resulting from:
  - A. Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
  - B. Repair or attempted repair by anyone not authorized by Traveltek.
  - C. Damage to or loss of any programs, data or removable storage media.
  - D. Software or data loss occurring during repair or replacement.
  - E. Any damage of the product due to shipment.
  - F. Removal or installation of the product.
  - G. Causes external to the product, such as electric power fluctuations or failure.
  - H. Use of supplies or parts not meeting Traveltek's specifications.
  - I. Normal wear and tear.
  - J. Failure of owner to perform periodic product maintenance as stated in User Guide.
  - K. Any other cause that does not relate to a product defect.
  - L. Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
  - M. Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.

## How to get service:

1. For information on obtaining warranty service, call Traveltek 's Customer Support telephone number at: 1-310-326-6338, in the U.S. or Canada.
2. To obtain warranty service, please contact Traveltek Customer Support for a Return Material Authorization number (RMA). You will be required to provide:
  - A. A copy of the dated sales slip.
  - B. Your name.
  - C. Your ship to address, email address and phone number.
  - D. The serial number of the product.
  - E. A description of the problem.
  - F. For mobile and wireless products, customer should provide the user name and the password in order to access the device and perform warranty service.
3. Ship the product prepaid in it's original container, with the associated accessories, to the address appointed by Traveltek service center (1-424-216-6368 ), Insurance of the returning product is recommended should you experience any transportation claim from the carrier you select.

Traveltek is not responsible for any returned product without an assigned RMA.

## Limitation of implied warranties:

THERE ARE NO WARRANTIES, EXPRESS OR IMPLIED, WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

## Exclusion of damages:

TRAVELTEK'S LIABILITY IS LIMITED TO THE COST OF REPAIR OR REPLACEMENT OF THE PRODUCT. TRAVELTEK IS NOT TO BE LIABLE FOR:

1. DAMAGE TO OTHER PROPERTY CAUSED BY ANY DEFECTS IN THE PRODUCT, DAMAGES BASED UPON INCONVENIENCE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, LOSS OF PROFITS, LOSS OF BUSINESS OPPORTUNITY, LOSS OF GOODWILL, INTERFERENCE WITH BUSINESS RELATIONSHIPS, OR OTHER COMMERCIAL LOSS, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
2. ANY OTHER DAMAGES, WHETHER INCIDENTAL, CONSEQUENTIAL OR OTHERWISE.
3. ANY CLAIM AGAINST THE CUSTOMER BY ANY OTHER PARTY.

## Effect of local law:

This warranty gives you specific legal rights, and you may also have other rights which vary from locality to locality. Some localities do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

## Sales outside the U.S.A. and Canada:

For Traveltek products sold outside the U.S. and Canada, contact your Traveltek dealer or Traveltek for warranty information and service.