



Infinicore Product Warranty Policy V1.21

All Infinicore products are covered by a 12 months software and 12 months hardware warranty. The warranty period can be extended by purchasing additional service plan. To take advantage of the warranty related information and updates, customers are encouraged to register Infinicore product(s) through the Infinicore Support Portal (<http://www.infinicoreinc.com/support.html>). Details on the software and hardware warranty are outlined below.

Software Warranty

The standard warranty for software is 12 months. During the 12 months warranty period, customers are entitled to all software updates (bug fixes, maintenance releases and feature upgrades) for the purchased product(s). Customers can download the software updates from InfiniCORE support portal and upload the downloaded package through products' web user interface or command line interface. Users must create an account for access to the support portal.

Hardware Warranty

The standard warranty for the hardware is 12 months from the date of shipment by Infinicore and is a return and repair hardware service. A Return Merchandise Authorization (RMA) is required before customer returns the product(s) to Infinicore. Infinicore will work with customers to confirm the hardware problem and issue an RMA number before customers ship the product(s) to Infinicore. Customers will be responsible for all shipping costs incurred in returning of the defective product(s) to Infinicore. Product(s) will be repaired or replaced within 4 weeks from receipt of the failed device. Unless indicated in the quotation, Infinicore will pay shipping costs incurred in the shipment of the repaired or replaced product(s) back to the Customer excluding any costs or fees associated with importation for shipments outside of the United States. If, however, Infinicore reasonably determines that the item is functional, the customer shall pay all transportation costs. If the product(s) returned is not covered by the terms of the warranty or is out of warranty, then the customer is responsible for the cost of repair by Infinicore, including all shipping expenses.

Hardware Restrictions

The hardware and software warranties do not apply if the product(s):

- (a) Has been altered, except by an authorized Infinicore Incorporated employee or representative.
- (b) Has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Infinicore Incorporated.
- (c) Has been subjected to unreasonable physical or electrical stress, misuse, negligence, accident, or damage caused by an Act of God.



Hardware Return Procedures

A defective item can only be returned if it references a return merchandise authorization (RMA) number issued by authorized Infincore support personnel. To request an RMA number, customer must contact Infincore technical support center via email (support@infincoreinc.com) and fill an RMA request form.

An RMA request form and is required to fill out the following:

- Customer info: Company name, contact person & phone number
- Problem reporting date/time
- Reporting issue(s)
- Initial resolutions provided
- Date purchased
- Where the unit was purchased
- Copy of the invoice

Customer must email/fax the RMA request form to Infincore. The Infincore Service and Repair Center will then acknowledge with an RMA number. The RMA number must be included on the outside carton label of the returned item.