

Limited Warranty

What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your - our end-user customer's - WipWare-branded hardware products, including WipWare-branded peripheral products for a period of twelve (12) months from the date of receipt.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the WipWare-branded hardware products through our integration system, third-party software, or the reloading of software
- Non-WipWare branded products and accessories
- Problems that result from:
 - External causes such as accident, abuse, misuse, or problems with electrical power
 - Servicing not authorized by us
 - Usage that is not in accordance with product instructions
 - Failure to follow the product instructions or failure to perform preventive maintenance
 - Problems caused by using accessories, parts, or components not supplied by us
- Products with missing or altered service tags or serial numbers
- Products for which we have not received payment

What will WipWare do?

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you freight collect.

What about WipWare Software?

WipWare warrants that:

- The WipWare Software will perform in accordance with the accompanying written materials for a period of twelve (12) months from the date of receipt
- Support Services provided by WipWare, written materials provided to you by WipWare, and WipWare support engineers will make commercially reasonable efforts to solve any problem

To the extent allowed by applicable law, implied warranties on the WipWare Software, if any, are limited to ninety (90) days. Some states/jurisdictions do not allow limitations on duration of an implied warranty, so the above limitation may not apply to you.