



This document is provided for informational purposes only. In case of conflict, the customer contract will take precedence over this document.

Warranty Procedure

For warranty products, DTI's Customer Service must be contacted within the warranty period. If service is required, DTI will issue a Return Material Authorization Number (RMA Number). Systems assembled and configured by DTI will be warranted as complete systems by DTI. Any product warranted by DTI must be returned to DTI freight pre-paid by the customer. Products are to be shipped in its original shipping container or equivalent with the RMA number clearly marked on the outside. DTI warrants that items are free from defects in materials and workmanship for the duration of the warranty period. At its discretion, DTI will repair or replace any defective DTI product at no charge. If replaced, the replacement product assumes the warranty service status of the replaced item. Software is subject to their manufacturers', and not DTI's, warranty.

Warranty Term

The term of this warranty extends for 2 years from the date the item is shipped from DTI. During the warranty period the products will be covered by DTI, subject to DTI pre-authorization. Warranty Status can be changed if there is evidence of customer damage. For warranty product, DTI offers warranty on parts and labor until the warranty status of the product runs out or for 30 days, which ever is the longest period. For more details visit www.diversifiedtechnology.com or email customerservice@dtims.com.

Non-Warranty Items

The following are defined as non-warranty situations that are outside the scope of services provided:

- Product is out of the warranty period as determined by the DTI Customer Service.
- Any cause external to the equipment, including but not limited to any act of God, lighting or power surges, abuse, negligence, accident or failure to maintain the proper operating environment.
- Use of equipment or adjustments or devices not approved by the manufacturer and DTI
- Any software-related configuration errors, software compatibility and virus.
- Cosmetic damage to unit and to all parts.
- Parts that do not fall outside manufacturer specification level for example, LCD pixel counts.
- Consumable parts, for example power cables.
- Physical damage

For non-warranty product, DTI offers a 30-Day warranty on parts and labor for any repaired product from date of shipment. If this product fails again and is reported by the customer within the 30-day period, but requires different repair actions to correct the problem, the parts and labor are non-warranty.

Before Service is Carried Out

Before DTI repairs a System or part of a system, the customer agrees to the following:

1. Where applicable, before service is provided, the customer also agrees to follow the problem determination, problem analysis, and service request procedures that DTI provides, and back up all programs and data contained in a System. DTI can and will not be held liable for corrupt or missing information from systems.
2. The customer is responsible for contacting DTI Customer Service for an RMA number. If an RMA number was not assigned prior to shipment, DTI will not be held liable for products shipped to our facilities.
3. At the time of the RMA request, have the DTI product serial number, failure notation, and contact information available.
4. The customer agrees to pay for parts and labor regardless of whether the repair was successful.
5. For items outside of the Warranty Period, a Purchase Order Number is required prior to obtaining an RMA number.



Software Services & Warranty

This service applies to the standard original operating system software as supplied with the customer's DTI system and is valid for the first 30 days from original purchase date. DTI and its suppliers make no warranty or representation, either express, implied or statutory, with respect to bundled software that may be provided with the Product and licensed to the end user of the product, its quality, performance, merchantability, or fitness for a particular purpose. Nor does DTI warrant that the functions contained in the software will be uninterrupted or error free. The software is provided "AS IS", except if expressly warranted by the licensor in the applicable software license agreement, and is subject to the terms and conditions of the software license agreement contained in or accompanying the software. In no event will DTI, its sales representatives, or service organizations be liable for direct, indirect, special, incidental, or consequential damages resulting from any defect in the software or its documentation, even if advised of the possibility of such damages.

DTI may from time to time, pre-load or bundle non-Windows operating system known as OEM bundle software; service and warranty for such software programs is not part of the DTI Warranty coverage, and may be available through the OEM software vendor. Please refer to the OEM software on-line documentation or manuals provided with the DTI system for assistance.

Data Storage Media

The only effective protection for data stored in a computer, such as on a hard disk, is the regular backing up of that data by the customer, the user of the product. DTI shall not be responsible for a) Any loss of data due to storage media failure, b) for any software programs, data or other information stored or used on any media or part of any Product returned to DTI for warranty service or other repair including the costs of recovering such programs or data. If during the warranty service or repair of the Product the contents of the hard disk or any other data storage media are altered, deleted, modified or lost, DTI is not responsible. It is solely the customer's responsibility as the user of the product to back up any software programs, data, or information stored on any storage media or any part of a Product returned for warranty service or repair to DTI.

When warranty service involves the exchange of a System or part of a system, the item replaced becomes its property and the replacement becomes the customers. The customers represent that all removed items are genuine and unaltered. The replacement is a functionally equivalent to the item replaced. The replacement assumes the warranty service status of the replaced item.

Software & Hardware

The Customer agrees to comply with the terms and conditions of any applicable end user license agreements, and in all cases where software programs have been pre-loaded on the Product; the Customer agrees that by turning on the Product, they accept the terms and conditions of the end user license agreements. Many software and hardware components of the Product may vary in performance, functionality, and compatibility from retail (off-the-shelf) versions.

Severability

If any provision contained in this Agreement is or becomes invalid, illegal, or unenforceable in whole or in part, such invalidity, illegality, or unenforceability shall not affect the remaining provisions and portions of this Agreement.

Limitation of Liability

Under no circumstances is DTI liable for any of the following: Claims for losses or damages, loss of or damage to hard drive data, consequential, incidental, or other damages.



Service Limitations

The warranty does not cover the repair or exchange of a System or product resulting from misuse, accident, modification, unsuitable physical or operating environment, improper maintenance by the customers, or failure caused by a product for which DTI is not responsible. Removal or alteration of System or parts identification labels voids the warranty.

Standard Repair Charges

For all non-warranty products, DTI will not exceed 2 hours of repair time per product (at \$150 per hour) plus parts without consulting the customer before continuing. DTI requires payment for parts and labor regardless of whether the repair was successful. For non-warranty product that is deemed un-repairable, the customer has the option of asking DTI to scrap the product at DTI or return the product as un-repairable. In either case, the customer is responsible for the repair charges but scrapping the product at DTI allows the customer to save shipping costs. The customer also has the option of paying for a product replacement, if a replacement is available. If so, the repair charges DO NOT go toward the replacement of the product. A \$400 dollar Purchase Order is required at the time of RMA issue. This amount will cover at minimum the first 2 hours labor and initial parts.

Customer Contact

On items return to DTI for service, DTI may contact the customer concerning those repairs. Contact can include but not limited to:

1. "No Problem Found" - This is where a product has passed DTI evaluation and is considered to be an acceptable assembly without error.
2. "PO needed" - this is where the evaluation/ repair process has been completed and a Purchase Order is needed to ship the product.
3. "Info needed" - Further information is necessary in order to complete the customers request.

If contact cannot be made within 10 working days on items not requiring a Purchase Order adjustment, DTI reserves the right to ship the product back to the customer without further notification.

Freight Policy

Shipments

All shipments are FOB factory and charges for delivery must be paid by consignee.

Damaged Merchandise

Merchandise damaged in transit is the responsibility of the carrier. Be sure to have the driver sign a copy of the freight bill with the damage noted. All Claims are to be submitted by the customer to the Carrier.

Routing

Unless specified on each order, all shipments will be routed by the best way using UPS, FedEx, parcel post or motor freight. Please include desired street address on each order.

Concealed Damage

If goods are discovered damaged upon inspection after delivery, call the carrier immediately for an inspection report.