

CoreMicro Product Warranties

CoreMicro (USA) Technology LLC and CoreMicro Technology Inc. Limited Warranty Statement

Complete information regarding CoreMicro's warranties is listed below.

- **Duration of Warranty**
- **Free Technical Support**
- **Warranty Claim Procedures and Requirements**
- **DISCLAIMERS**

CoreMicro (USA) Technology LLC and CoreMicro Technology Inc. ("Core Micro") warrants to the original end user customer of its products specified below that its products are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, Core Micro will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Core Micro on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. If Core Micro is unable to repair or replace the product, it will refund the current value of the product at the time the warranty claim is made.

This limited warranty does not cover any damage to this product that results from improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, or modification. This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as second-hand or has been resold contrary to Canadian and US export regulations.

This limited warranty covers only repair, replacement or refund for defective Core Micro products, as provided above. CoreMicro is not liable for, and does not cover under warranty, any loss of data or any costs associated with determining the source of system problems or removing, servicing or installing Core Micro products. This warranty excludes 3rd party software, connected equipment or stored data. In the event of a claim, Core Micro's sole obligation shall be replacement of the hardware.

Duration of Warranty

Lifetime Warranty:

The following Core Micro products are covered by this warranty for life:
Some Core Micro Flash memory cards; Secure Digital, Compact Flash.

Five-Year Warranty:

The following CoreMicro products are covered by this warranty for a period of five years from the date of original retail purchase: USB Card Readers and USB Flash Drives, SD and Compact Flash Cards.

Discontinued or "end of Life" products not listed in the warranty are no longer covered as their warranty has expired.

This limited warranty applies only to the original end user customer of the product for so long as the original end user customer owns the product. This limited warranty is non-transferable.

- **Free Technical Support**

If you experience difficulty during the installation or subsequent use of a Core Micro product, you may contact Core Micro's Technical Support department prior to servicing your system.

For support over the Internet, visit: www.coremicro.ca/support

Core Micro provides free English-language technical support to its customers worldwide Monday through Friday 9am to 5pm EST.

CoreMicro Technical Support in Canada or the United States can be contacted directly by calling: +1 (866) 896-2673 or locally at: +1 (905) 764-6200.

Warranty Claim Procedures and Requirements

To obtain warranty service, you may return a defective product to the authorized Core Micro dealer or distributor from which you purchased the Core Micro product. Please confirm the terms of your dealer's or distributor's return policies prior to returning the product. Typically, you must include product identification information, including model number and serial number (if applicable) with a detailed description of the problem you are experiencing. You must also include proof of the date of original retail purchase as evidence that the product is within the applicable warranty period.

In the USA, you may return the product directly to Core Micro after first obtaining a Return Material Authorization ("RMA") number from Core Micro. An RMA number is obtained by visiting Core Micro.com/support or by calling Core Micro Customer Service at +1 (305) 513-0333, or +1 (877) 999-1560.

In Canada, you may return the product directly to Core Micro after first obtaining a Return Material Authorization ("RMA") number from Core Micro. An RMA number is obtained by visiting Core Micro.com/support or by calling Core Micro Customer Service at +1 (905) 764-6200, or +1 (866) 896-2673.

Once you have obtained an RMA number from Core Micro, you must, within thirty (30) days, send the product freight-prepaid and insured to Core Micro Technology, RMA # _____.

USA: 1315 NW 98th Court, Unit 11, Miami, Florida, 33172. Products shipped to Core Micro must be properly packaged to prevent damage in transit. You must include the CoreMicro RMA number prominently displayed on the outside of your package. If you send your product to CoreMicro without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened. Core Micro does not assume responsibility for lost or damaged inbound shipments.

Canada: 44 East Beaver Creek Road, Unit 15, Richmond Hill, Ontario, Canada, L4B 1G8. Products shipped to Core Micro must be properly packaged to prevent damage in transit. You must include the CoreMicro RMA number prominently displayed on the outside of your package. If you send your product to CoreMicro without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened. Core Micro does not assume responsibility for lost or damaged inbound shipments.

The returned product will become the property of CoreMicro. Repaired or replacement product will be shipped at Core Micro's expense. Repaired or replacement product will continue to be covered by this limited warranty for the remainder of the original warranty or 90 days, whichever is longer.

Disclaimers

THE FOREGOING IS THE COMPLETE WARRANTY FOR CORE MICRO PRODUCTS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO CORE MICRO PRODUCTS AND CORE MICRO EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL OR LOCAL LAW INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, ARE LIMITED TO THE PERIODS OF TIME SET FORTH ABOVE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

CORE MICRO PRODUCTS ARE NOT AUTHORIZED FOR USE AS CRITICAL COMPONENTS IN LIFE SUPPORT EQUIPMENT OR FOR APPLICATIONS IN WHICH THE FAILURE OR MALFUNCTION OF THE PRODUCTS WOULD CREATE A SITUATION IN WHICH PERSONAL

INJURY OR DEATH IS LIKELY TO OCCUR. CORE MICRO SHALL NOT BE LIABLE FOR THE DEATH OF ANY PERSON OR ANY LOSS, INJURY OR DAMAGE TO PERSONS OR PROPERTY BY USE OF PRODUCTS USED IN APPLICATIONS INCLUDING, BUT NOT LIMITED TO, MILITARY OR MILITARY-RELATED EQUIPMENT, TRAFFIC CONTROL EQUIPMENT, DISASTER PREVENTION SYSTEMS AND MEDICAL OR MEDICAL-RELATED EQUIPMENT. IF SUCH USE IS INTENDED, CONTACT CORE MICRO FOR COMPONENTS SUITABLE FOR SUCH APPLICATIONS.

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