

## **End User Limited Warranty Policy**

### **Pico, Micro, Pocket Projectors**

Subject to the terms and conditions set forth below, Aaxa Technologies Inc ("AAXA") warrants the AAXA pico, micro, pocket projectors ("Product"), you have purchased from Aaxa or from an Aaxa authorized resellers / retailers to be free from defects in materials or workmanship under normal use during the warranty period in the continental United States, Hawaii, and Alaska. If the Product becomes defective during the warranty period AAXA will at its option, repair or replace the Product. Aaxa may use new or reconditioned components or parts to repair the Product, or replace the Product with a new or reconditioned Product of the same or functionally equivalent model.

AAXA Pico, Micro, Pocket projector Standard Limited Warranty: Subject to the exclusions set forth below:

\*One (1) year from the purchase date by the original purchaser ("Customer") parts and labor only

\*Return Merchandise Authorization (RMA) Shipping: Customer will pay shipping freight to Aaxa or Aaxa authorized service provider and Aaxa will pay return shipping to the customer during the warranty period.

\*Shipping damage and Dead On Arrival (DOA): Must be reported within (15) days of purchase. An RMA number must be issued in order to be eligible for the warranty process. Aaxa is not responsible for shipping damaged or DOA units reported after the 15 day period.

### **Warranty Service Process**

1. Aaxa warranty service is available for all products purchased and located in the United States only.
2. Customer must contact Aaxa technical support at 714-957-1999
3. Our technical support team will attempt to resolve technical issues first. If resolution is not possible AAXA will issue a Return Merchandise Authorization (RMA) number. RMA numbers are valid for thirty days.
4. Customer must return the product to Aaxa unless otherwise directed by our technical support team. Customer must prepay any shipping charges, export taxes, customs duties, and taxes associated with the transportation of the product. In addition Customer must pay insurance as AAXA is not responsible for lost packages.
5. All returned products must be accompanied with 1. Original shipping / packing materials, 2. Description of the problem 3. Proof of purchase with date clearly shown. The RMA number must be clearly printed on the shipping container.
6. Aaxa has the right to refuse and return, freight collect, products that are not

covered under warranty or no problems have been found. Products delivered to Aaxa with an expired or no RMA number may be refused and returned without prior notice.

7. Aaxa will use its best efforts to service products within thirty (30) days after receipt.

8. Warranty service provides repair/replacement only, not refunds.

## Exclusions

Aaxa limited warranty does not extend to:

1. Products purchased from non-authorized resellers.
2. Products damaged through normal wear and tear
3. Products damaged as a result of misuse, abuse, or negligence
4. Products used with parts not manufactured or sold by Aaxa
5. Modified products
6. Improper installation
7. Unusual physical or electrical stress
8. Customer media or programs stored in on-board memory

EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, AAXA DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED OR STATUTORY, and INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY APPLICABLE LAW ARE LIMITED TO THE TERMS OF THIS LIMITED WARRANTY. IN NO EVENT SHALL AAXA BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING BUT NOT LIMITED TO LOSS OF BUSINESS, REVENUE, PROFITS, INFORMATION, DATA OR USE, WHETHER IN AN ACTION IN CONTRACT OR TORT OR BASED ON A WARRANTY, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE PRODUCT, EVEN IF AAXA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU AGREE THAT REPAIR OR REPLACEMENT, AS APPLICABLE, UNDER THE WARRANTY SERVICES DESCRIBED HEREIN IS YOUR SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO ANY BREACH OF THE AAXA LIMITED WARRANTY SET FORTH HEREIN. IF, DESPITE THE FOREGOING LIMITATIONS, FOR ANY REASON AAXA BECOMES LIABLE TO YOU FOR DAMAGES INCURRED BY YOU IN CONNECTION WITH THIS AGREEMENT, THEN, THE LIABILITY OF AAXA WILL BE LIMITED TO THE AMOUNT EQUAL TO THE INVOICE AMOUNT PAID BY YOU TO AAXA OR A AAXA AUTHORIZED RESELLER FOR THE PRODUCT.

All prices, products, terms and conditions are subject to change without notice. Some states or provinces/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages for consumer products, and some states or provinces/jurisdictions do not allow limitations on how long an implied warranty lasts. In such states or provinces/jurisdictions, the exclusions or limitations of this limited warranty may not apply to you. This limited warranty gives you specific legal rights. You may also have other rights that vary from state to state/jurisdiction to jurisdiction. You are advised to consult applicable state and provincial/local laws for a full determination of your rights.

Website: <http://www.aaxatech.com/>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.