

# WARRANTY: Three (3) Year Systems Parts and Labor Standard Warranty (v02.02.22)

## a. GENERAL WARRANTY DETAILS.

Exxact Corporation (“Exxact”) warrants to the original purchaser that any part of the hardware system excluding software, documentation and similar items will be free of defects in workmanship for the period of your warranty (3 Years) from the date of delivery. During the warranty period, Exxact will repair or replace, at its sole discretion, the defective hardware component, free of charge for labor and parts.

- If the system is defective within the first thirty (30) days, Exxact will cover the shipping costs to and from Exxact.
- If the system is beyond the thirty (30) day period from shipment, Exxact will not cover shipping for the cost of the defective component or system to Exxact, however Exxact will bear the cost of the return shipment to the customer.

## b. GENERAL HARDWARE WARRANTY DETAILS.

- Any additional purchases or upgrades made to the system will not, unless expressly written into the upgrade quotation, extend the original warranty expiration date of the system.
- Exxact Computer Systems are generally considered NCNR (Noncancellable, Nonreturnable) as they are typically built-to-order.
- Exxact shall, under no circumstances, be liable for any other damages, including but not limited to special, incidental, consequential, and other similar claims whether based upon breach of contract, breach of warranty, negligence, absolute or strict liability, or any other similar theories.
  - Damages excluded include but are not limited to loss of profit, loss of revenue, loss of use of the hardware system, loss of use of related equipment, cost of substitute or replacement of equipment, "Down-Time", Purchaser's time, injury to property and all claims of third parties.
- Excluded from this warranty is any of the following:
  - Damage caused during shipment, except the original shipment from Exxact to the original Purchaser.
  - Damage caused by impacts, fluids, fire, flood, wind, earthquake, lightning, or similar disaster
  - Unauthorized modifications, attachments, or peripherals
  - Damage that may be caused by improper installation, maintenance, misuse or neglect, improper operating environment, repair, or modification of the equipment.
  - Damage which is resultant from the power subsystem of the system including electrical surges or other power irregularities which may be resultant of the environment the installation was installed in.

## c. GENERAL SW WARRANTY/SUPPORT DETAILS.

Exxact typically ships systems with open-source operating systems (Linux, Unix based), and applications, the following is excluded from the Exxact warranty for the following:

- Exxact is not responsible for general purpose operating system related administration, configuration tasks, maintenance, backup or support unless expressly stipulated in the Exxact quotation.
- Exxact is not responsible for troubleshooting, or resolving, issues arising from software updates made to the system after the system has shipped from Exxact. These include Operating system updates and application updates. Exxact may help with this on a best-effort basis at Exxact's discretion.

## d. TO OBTAIN SERVICE UNDER THIS WARRANTY.

- (Recommended) Exxact Support Portal : <https://exxact.atlassian.net/servicedesk/customer/portal/1>
  - Create an account and create a ticket with the system description (logs/images, etc help), along with the system serial number and steps to replicate the problem if applicable.
- You may call technical support at 510-226-7366 Extension 3
  - A ticket will need to be created in the event the issue is not resolved via the initial phone call. It is highly recommended that a ticket be created at the support portal.

## e. UPGRADES.

- Exxact gives the customer the freedom to upgrade his or her computer system. If you would like Exxact to upgrade your system for you, you will be responsible for shipping costs back and forth and a small labor fee.

## f. NOTES ABOUT EXXACT WARRANTY.

- Exxact will not be responsible for consequential damage to the boards or the system or any of its components caused by either internal or external equipment, shorted connections or components not installed by or purchased from Exxact.
- Exxact is not responsible for shipping damage which is a result in the customer shipping the system to Exxact. Exxact recommends that the customer properly package and ship systems via freight to reduce the probability of transportation related damage.
  - Exxact will properly note and document any inbound materials received so that the customer can properly make an insurance claim.
- Exxact will not be held responsible for any missing accessories, such as, but not limited to, cable accessories, software, etc
- Exxact does not cover international shipping, and is not responsible for any incurred Customs, VAT or other fees.