



Product Warranties
and
RMA Procedures
2024

PRODUCT WARRANTIES & RMA PROCEDURES

10ZiG Technology Warranty Statement 2024

Complete information regarding 10ZiG's warranties is listed below.

- **Duration of Warranty**
- **Technical Support**
- **10ZiG RMA Procedures**
- **Disclaimers**

Duration of Warranty

The 10ZiG Thin & Zero Client Warranty is the one of the best standard warranties in the marketplace today. Our units are covered by a comprehensive *3-year advance hardware exchange warranty (return freight is also covered), 3 years of technical support (by our US based Omnisia (formerly VMware), Citrix, MS Certified support team) and 3 years of software upgrades. At 10ZiG, we never play games with the warranty and it is never cut-down or amended due to price paid or quantity ordered.

10ZiG Technology, ("10ZiG") 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, 10ZiG 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 10ZiG on an exchange basis and will be either new or refurbished to be functionally equivalent to new. If 10ZiG 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 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 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 the US export regulations.

This warranty covers only repair, replacement or refund for defective 10ZiG products, as provided above. 10ZiG 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 10ZiG products. This warranty excludes 3rd party software, connected equipment or stored data. In the event of a claim, 10ZiG's sole obligation shall be replacement of the hardware.

***3-Year Advance Exchange:**

10ZiG Thin & Zero Client product Series are covered by a 3-Year Advance Exchange Warranty. The 10ZiG All-in-One and Laptop Thin & Zero Client product Series is covered by a 1-Year Return-to-Base (RTB) Warranty. Contact us about products not listed in the warranty or if you have questions.

Warranty coverage applies only to the original end user customer of the product for so long as the original end user customer owns the product.

These limited warranties are non-transferable.

Technical Support

If you experience difficulty during the installation or subsequent use of a 10ZiG product, you may contact 10ZiG's Technical Support department prior to servicing your system.

10ZiG Technical Support can be reached at +1 (866) 864-5250 or by email at support@10ZiG.com.

10ZiG RMA Procedures

So, you think your 10ZiG Thin Client may have a defect?

Step 1. Keep unit connected to network and contact our technical support at 866-865-5250 option 1 or email support@10ZiG.com. Make sure to have the ID Code/MAC Address # of the unit (located on outside of unit casing).

Step 2. Set up a service call with the 10ZiG Technician. The technician will then ask you some troubleshooting questions to best determine the nature of the issue, as well as cause of said issue. If it is determined that the 10ZiG Thin Client is in fault and cannot be repaired over the phone via troubleshooting or software patch a RMA (Return Authorization #) will be assigned to that unit.

Step 3. A 10ZiG Technician will then give that RMA # to our shipping department. Our shipping department will then assemble a replacement unit and sent that unit to the address associated with the defective unit. That being said it is important to clarify with your technician what the correct shipping address is, just in case the unit was moved from its original shipping destination.

Step 4. The replacement unit is sent out via UPS ground to your location. A UPS call tag is included with the shipment. Upon receipt on the replacement unit, place the defective unit in the box (make sure it is packaged correctly) and stick the UPS Prepaid label in the outside of the box. It can be picked up with your next regularly scheduled pick up.

Repaired or replacement product will continue to be covered by this warranty for the remainder of the original warranty.

Disclaimers

THE FOREGOING IS THE COMPLETE WARRANTY FOR 10ZIG 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 10ZIG PRODUCTS AND 10ZIG 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.

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