

Product Warranties & RMA Procedures

10ZiG Technology Warranty Statement

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, 3 years of technical support (by our UK based VMware, Citrix, MS Certified support team) and 3 years of software upgrades.

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 UK 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:

The following 10ZiG hardware products are covered by the 3-year Advance Exchange Warranty:

10ZiG Traditional Logic Units include 4600q, 7000q, 7100 Series & V1200 Series.

Contact us about products not listed in the warranty or if you have questions.

This 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.

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 +44 (0) 116 214 8660 or by email at suport@10ZiG.eu.

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 +44 (0) 116 214 8660 or email suport@10ZiG.eu. 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. Whilst organising a replacement unit, our 10ZiG Technician will give you RMA # to return the faulty device to the address below. We ask that you please do so within one week of you receiving a replacement device.

Return Address: RMA Department: 10ZiG Technology, 7 Highcliffe Road, Leicester, LE5 1TY.

Step 4. The replacement unit is sent out via courier to your specified location. UK Shipments are usually shipped on a next day service, however all other EMEA replacements are subject to additional transit times and customs clearance. For all locations, we aim to ship as soon as possible. For reference, our devices built to order, not off the shelf. We will advise you an expected shipping date when organising a replacement with you. Repaired or replacement products 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 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 countries 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.

10ZiG's total liability under this or any other warranty, express or implied, is limited to repair, replacement or refund. Repair, replacement or refund are the sole and exclusive remedies for breach of warranty or any other legal theory. To the fullest extent permitted by applicable law, 10ZiG shall not be liable to the purchaser or end user customer of a 10ZiG product for any damages, expenses, lost data, lost revenues, lost savings, lost profits, or any other incidental or consequential damages arising from the purchase, use or inability to use the 10ZiG product, even if 10ZiG has been advised of the possibility of such damages. Some territories or other jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state or jurisdiction to jurisdiction.

With regards to citizens of countries that are members of the European Union, if this product is purchased by a consumer and not in the course of a business, this warranty shall not affect your statutory rights as a consumer. This disclaimer does not purport to limit or exclude 10ZiG's liability for death or injury caused by its negligence or for fraudulent misrepresentation.