



### **Limited Product Warranty Statement**

Teled Solutions warrants to the original End User (“Purchaser”) that this product purchased from Teled Solutions is free from manufacturing defects in material and workmanship for the applicable warranty period as set forth on the original signed order, from the date of delivery. In order to receive warranty services, product returns must reference a Teled Solutions Return Material Authorization Number (RMA #) and any Product received by Teled Solutions without the RMA # will be refused and returned to Purchaser. Purchaser will need to provide the following information:

- Date product was purchased
- Product type
- Serial number of product
- Company name and address; contact name, email address and telephone number
- Description of the problem with as much detail as possible

Purchaser may be required to perform certain diagnostic tests on Product prior to Teled Solutions issuing an RMA #. Teled Solutions, at its discretion, may use new, refurbished, or reconditioned replacement parts to perform any warranty repair or replacement of Product. Teled Solutions also reserves the option to replace the Product with a comparable Product or refund the then-current purchase price of the product. Teled Solutions Products or parts that are replaced or repaired under this warranty are warranted for the remaining unexpired portion of the original warranty period. This constitutes Purchaser’s sole and exclusive remedy in the event of a defect. Return Material Authorization (RMA) Form must be completed and verified prior to any warranty claims.

This limited warranty covers defects encountered in the normal use of the Product during the warranty period and does not apply under the following conditions: Product is damaged due to physical abuse, mishandling, accident, negligence or failure to follow operating instructions; Product is modified by Purchaser in any manner other than that for which it was intended or otherwise approved by Teled Solutions including, but not limited to damage or defects caused by the use of unauthorized parts or by unauthorized service; the Product has been subject to unsuitable operating or physical conditions outside those recommended in Product specifications as provided by Teled Solutions; Product has its serial numbers altered or removed; or Product is damaged due to improper packaging of the Product to Teled Solutions.

In the event software is provided hereunder, Teled Solutions warrants that, for a period of ninety (90) days from the date of delivery, the media on which any software is provided are free from defects in material and workmanship under normal use and that the software installed therein is properly installed. Teled Solutions does not warrant that the functions contained in the software will meet customer’s requirements, that software will be free from defects or that the operation of the software will be uninterrupted or error free. Software is provided on an “AS IS” basis.

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TELEMED SOLUTIONS DOES NOT WARRANT THAT PRODUCT WILL MEET ALL PURCHASER’S REQUIREMENTS OR THAT OPERATION OF PRODUCTS WILL BE UNINTERRUPTED OR ERROR FREE.

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