

HARDWARE PRODUCT WARRANTY AND UPDATE POLICY

PRODUCT WARRANTY

Subject to terms and conditions set forth below, Corelis, Inc. ("CORELIS") warrants the goods to be free from defects in material and workmanship for a period of one (1) year from date of shipment. During the warranty period, CORELIS will, at its discretion, either repair or replace products that prove to be defective per our warranty definition written below.

This warranty does not apply if, and CORELIS shall have no liability for goods returned by Buyer as to which CORELIS examination reveals that: (1) the goods have been exposed to unusual or excessive environmental, mechanical, electrical, or thermal stress during the course of installation or use; (2) the absolute maximum ratings are exceeded for any reason including, but not limited to, equipment variations, environment variations, the effects of changes in operating conditions due to variations in device characteristics, improper equipment design, improper device installation or application; (3) goods' malfunction is the result of misuse, abuse, improper installation or application, alteration, accident, or negligence in use, storage, transportation, or handling, or if the original identification markings on the goods have been removed, defaced, or altered. All warranty claims are subject to verification by CORELIS.

The liability of CORELIS hereunder is solely and exclusively limited to repair or replacement for any goods which are returned by Buyer during the applicable warranty period and which are found by CORELIS to be subject to adjustment under this warranty. Buyer must notify CORELIS of any warranty claim within one (1) year of receipt of product delivered by CORELIS or an Authorized Distributor, and if Buyer fails to so notify CORELIS by such time, Buyer shall be deemed to have waived such warranty claim.

CORELIS warrants that its software and firmware designated by CORELIS for use with an instrument will execute its programming instructions when properly installed on that instrument. CORELIS does not warrant that the operation of the instrument, software, or firmware will be uninterrupted or error-free.

The foregoing warranties extend to Buyer only, and not to Buyer's customers (with the exception of Authorized Distributors) or to users of Buyer's products. These warranties may not be transferred nor assigned, and Buyer shall make no warranty with regard to the goods to any of its customers or other users of Buyer's products, and Buyer shall indemnify and hold CORELIS harmless against any and all claims, demands, liabilities, losses, costs, fees, expenses, damages, and injuries (including reasonable attorney fees) (collectively, "Claims") incurred by CORELIS in connection with, or relating to, any such warranty made by Buyer. These warranties are the only warranties made by CORELIS and shall not be enlarged by representations, descriptions, course of dealing, trade usage, rendering of technical advice, service, samples, models, or otherwise, and CORELIS makes no other warranties expressed, implied, or statutory, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose.

For warranty service or repair, this product must be returned to a service facility designated by CORELIS. Outside CORELIS service travel areas, warranty service will be performed at the Buyer's facility only upon CORELIS' prior agreement and Buyer shall pay CORELIS' round trip expenses.

For products returned to CORELIS for warranty service, the Buyer is responsible to prepay shipping charges to CORELIS. For products returned to CORELIS from outside the USA, Buyer is responsible for all shipping charges, duties, and taxes for shipping to CORELIS and return shipping to their location outside the USA.

PRODUCT MANUALS AND DEVICE DRIVERS FOR CORELIS HARDWARE

Hardware product manuals and device drivers are available for download from the CORELIS website. Please contact **support@corelis.com** to request login information to access the system.

CORELIS Hardware Products Download page: <http://corelis.com/downloads/hardware>

EXCLUSIVE REMEDIES

THE REMEDIES CONTAINED HEREIN ARE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES. CORELIS SHALL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY.

RETURN POLICY

No items returned to CORELIS for warranty, service, or any other reason shall be accepted unless first authorized by CORELIS, either direct or through its authorized sales representatives. Contact **support@corelis.com** for a Return Merchandise Authorization (RMA) number. All returned items must be shipped pre-paid and clearly display an RMA number on the shipping carton. Freight collect items will NOT be accepted. Customers or authorized sales representatives must first contact CORELIS with notice of request for return of merchandise. RMAs can only originate from CORELIS. If authorization is granted, an RMA number will be forwarded to the customer either directly or through its authorized sales representative. An RMA will not be granted if the product has been tampered with in any fashion whatsoever.

(31 October 2014)