

MATERIAL RETURN

In the event the customer identifies a malfunction in any product, call or write MICRO-AIDE and obtain a Return Material Authorization (RMA) number from the customer service department. Return the product to MICRO-AIDE, freight prepaid, with a note (in-warranty repair) or a purchase order (out-of-warranty) for the repair listing the following information:

- RMA number issued by MICRO-AIDE
- Return shipment address
- Name and e-mail address or telephone number of person familiar with the problem
- Brief description of the problem (include any printouts that may have a bearing on the problem)
- Method of payment for repair costs (out-of-warranty)
- Send product to the following address:

MICRO-AIDE CORPORATION

685 Arrow Grand Circle

Covina, CA 91722

Tel: 626-915-5502 Fax: 626-331-9484

E-mail: support@micro-aide.com

LIMITED WARRANTY

MICRO-AIDE warrants its products to be free from defects in material and workmanship for a period of five (5) years from the date of shipment. This warranty is in lieu of any other warranty, expressed or implied. In no event shall MICRO-AIDE be held liable for incidental or consequential damage resulting from (1) the use of any of its products, or (2) any alleged breach of this warranty provision. MICRO-AIDE's liability shall be limited to repairing or replacing, at its sole discretion, any defective product which is returned in accordance with the MICRO-AIDE Material Return Policy.

Product that has been subjected to abuse, misuse, alteration, accident, lightning damage, neglect or unauthorized installation or repair shall not be covered by this warranty. MICRO-AIDE reserves the right to make a final decision as to the existence of any failures and the cause of such failures. No warranty is made with respect to custom equipment or products produced to buyer's specifications except as mutually agreed upon in writing.

Any additional or different warranty provisions proposed by the buyer in any purchase order or other document are rejected by MICRO-AIDE and notice of objection to them is hereby given. Any such proposed warranty provisions shall be void and the conditions herein shall constitute the complete and exclusive statement of the warranty contract between MICRO-AIDE and the buyer. Neither MICRO-AIDE's acknowledgment of a purchase order nor MICRO-AIDE's failure to object to conflicting, different, or additional warranty provisions in a purchase order shall be deemed an acceptance of such warranty provisions or a waiver of the conditions hereof.