

Warranty Statement

ALTINEX Limited Warranty Statement (U.S.)

Effective January 1, 2003 ALTINEX, INC. ("ALTINEX") warrants that its products are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, ALTINEX will at its option, either repair or replace any part of its product(s) that prove defective by reason of improper workmanship or materials. Repairs or replacements will be made at ALTINEX manufacturing facilities. Repaired parts or replacement products will be utilized by ALTINEX on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. This warranty does not cover any damage to this product that results from accident, abuse, misuse, natural or personal disaster, or any unauthorized disassembly, repair, or modification. This warranty is in lieu of all other warranties expressed or implied. ALTINEX neither assumes nor authorizes any other person to assume for it any other liability in connection with the sale of its products.

Duration of Warranty:

Three-year Warranty: The following ALTINEX products are covered by this warranty for a period of three years from the date of original manufacturer shipment: powered computer video interfaces, distribution amplifiers, switchers, matrix switchers, special application products, MultiTasker solutions, and Designer Solutions. **One-year Warranty:** The pneumatic gas spring found in ALTINEX Designer Solution/Tabletop products is covered by this warranty for a period of one year from the date of original manufacturer shipment. **Ninety-day Warranty:** The following ALTINEX products are covered by this warranty for a period of 90-days from the date of original manufacturer shipment: cables.

Responsibility of Transportation Expenses (U.S.)

Products returned to ALTINEX for warranty repair or replacement must be shipped with all transportation expenses pre-paid. Upon determination of legitimate defect covered by this warranty and at our sole discretion, ALTINEX will cover expenses for return UPS Ground (or equivalent) shipment of customer goods after a repair or replacement has been made. Customers must cover expenses incurred by urgent "air" return shipments. All return shipments are F.O.B. Origin (Brea, CA).

RMA Requirement

Shipments will not be received and processed for warranty repair/replacement without an authorized RMA (Return Materials Authorization). Please contact an ALTINEX representative to request an RMA prior to shipping product to our repair facilities.