CLI Warranty Statement (Effective July 2013)

Warranty Policy For CLI Products – Domestic USA Shipments
CLI, Inc. warrants all CLI products to be free from hardware defects in material and workmanship from the date of purchase throughout the duration of the warranty period. All CLI products are warranted for the period specified on the product invoice, or according to negotiated, contracted terms and length. Please refer to the warranty code on the original invoice, the packing slip or contract to determine the warranty length and terms purchased. Refer to the table below for the warranty code, or contact CLI to determine the warranty purchased.

Warranty code ends in:	Term and type of Warranty
1	One year return to Factory Warranty
3	Three year Advance Warranty
E	Three year return to Factory Warranty
Example (ends in "E"): ST5600WBA-CE	Three year return to Factory Warranty

Note: Mice are covered under a one-year, Return-to-Factory warranty only.
CLI products are products that bear the brand of Computer Lab International or CLI, Inc., and not the brand or name or mark of another manufacturer. CLI products are warranted directly by CLI. The date of purchase will be determined by a valid proof of purchase which will be validated against the serial number product purchase history database maintained by CLI.

A valid proof of purchase must be machine printed on a business-class invoice form and include the following information:

- Name and address of company CLI products were purchased from
- Purchase date
- All serial numbers of products purchased

During the warranty period, CLI will, at its option, either replace a defective product with a new or refurbished product, or repair the defective product with new or rebuilt parts, at no charge except as stated below. The defective parts or products that are replaced become the property of CLI.

How To Request A Return Manufacturer's Authorization (RMA) Number
To obtain warranty service, the customer must first request an RMA number from CLI Technical Support before returning the defective product for service. CLI Technical Support can be contacted via the following methods:

- Web: http://www.computerlab.com/rma-request
- Email: support@computerlab.com
- Phone: 714-572-8000 x218

Defective products returned to CLI without an RMA number will not be accepted or repaired. Once the RMA has been issued, CLI will either advance ship the replacement product (Advanced Replacement Warranty) or the customer will return the defective product (Return to Factory Warranty) to CLI for repair/replacement, depending on the warranty option purchased.

For CLI Products Covered Under Advanced Replacement Warranty
Once the RMA number has been issued, CLI will ship the customer a replacement product the same day (for all RMAs issued by 2:00 PM Pacific time) or the next day (for all RMAs issued after 2:00 PM Pacific time), at CLI's expense. Inside the replacement product carton, the customer will find the replacement product, return label (addressed to CLI with the RMA number) and return instructions. The customer must:

- Pack the defective product in the replacement product carton and materials
- Write the RMA number on the outside of the carton
- Ensure that the RMA number is clearly visible on the address label
- Insure it (or assume the risk of loss / damage during shipment)
- Prepay all shipping charges for the shipment back to CLI

The customer is responsible for returning the defective product (shipment prepaid) to CLI within 30 days or the customer will be invoiced for the full published retail price of the replacement product, and all RMA privileges will be suspended until the defective product is returned or the invoice is settled. Upon receipt of the defective product by CLI, the replacement product will assume the remaining warranty length and terms of the original unit.

For CLI Products Covered Under Return-to-Factory Warranty
Once the RMA number has been issued, the customer is responsible for shipping the defective product back to CLI. The customer must:

- Pack the defective product in its original shipping materials and carton (or equivalent)
- Write the RMA number on the outside of the carton
- Ensure that the RMA number is clearly written on the address label
- Insure it (or assume the risk of loss / damage during shipment)
- Prepay all shipping charges for the shipment back to CLI

Once the defective product has been received by CLI, CLI will typically repair or replace the product in five business days or less. CLI will then ship the replacement product via ground freight service at CLI's expense. Customers can request expedited freight service at their expense with this warranty.

For CLI Products That Are Dead On Arrival (DOA) Advance replacement warranty
If a new CLI product fails within the first thirty days after purchase, CLI will replace the

defective product under the same terms as detailed for “Advance Replacement Warranty”. In addition, CLI will also provide a prepaid, preprinted shipping return manifest upon request.

For CLI Products That Are Dead On Arrival (DOA) Return to factory warranty
If a new CLI product fails within the first thirty days after purchase, CLI will replace the defective product under the same terms as detailed for “Advance Replacement Warranty” with the exception that the shipment will be eligible for ground shipping only. The customer may request expedited shipping service at their expense.

Standard Warranty Limitations
This warranty does not apply to products damaged due to negligence, misuse, improper installation or abuse by the customer; water, fire, or other physical or liquid agents; acts of God; improper electrical power, power failures, power surges or other electrical problems; lightning or other storm conditions; excessive or inadequate heating or air conditioning; repair, modification, or installation of options or parts by anyone other than CLI or any problems created by improper shipping or handling. This warranty shall also be invalid if the product’s serial number has been removed, defaced or altered in any way.

CLI’s OBLIGATION IS TO REPAIR OR REPLACE THE DEFECTIVE UNIT. THERE IS NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, EXCEPT AS EXPLICITLY STATED HEREIN. CLI SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR FOR ANY BREACH OF WARRANTY OR DAMAGES DUE TO NEGLIGENCE.

Warranty Exclusions
If a product is returned to CLI and found to be damaged due to negligence, misuse, improper installation or abuse by the customer; water, fire, or other physical or liquid agents; acts of God; improper electrical power, power failures, power surges or other electrical problems; lightning or other storm conditions; excessive or inadequate heating or air conditioning; repair, modification, or installation of options or parts by anyone other than CLI or any problems created by improper shipping or handling, the customer will be billed for the full retail price of the product, plus shipping charges.

Warranty Transfers
The unexpired term of this warranty may be transferred to a new owner with no penalty or fee upon the new owner’s written request to CLI Inc., 735 S Challenger St., Brea CA, 92821 Attn: Warranty Transfers. This limited warranty will not transfer to any new owner for CLI products which have been salvaged and resold, or declared stolen by the original owner. The transferred warranty does not provide for telephone technical support, firmware or software upgrades. The product is only eligible for web based, email or fax based technical support.

Warranty Policy For Non-CLI Products
“Non-CLI Products” are products that bear a manufacturer name on the product other

than Computer Lab International or CLI, Inc. These non-CLI products are not warranted directly by CLI. The CLI standard warranty does not cover other manufacturers' computer hardware, components, accessories or expansion items unless authorized in writing by CLI, or detailed below.

Barcode Products
All barcode products (including keyboard wedges, laser and CCD scanners, readers and handheld terminals) distributed by CLI are covered by a one-year Return-to-Factory, as well as by the CLI DOA warranty outlined above.

Used / Refurbished Equipment
All used or refurbished equipment sold by CLI is sold "As-Is", and no warranty is expressed or implied in any way unless otherwise stated on the invoice.

--- International ---
Warranty Policy For CLI Products Shipped To Canadian Addresses
RMA shipments to Canada are handled the same as domestic USA shipments, except additional paperwork is required. For advanced replacement warranties, CLI will ship the RMA product to the customer with a commercial invoice, which among other things specifies the product description, value and customs code. The customer is responsible to complete a commercial invoice for the return product shipment to CLI which includes the same description, value and customs code as provided on the CLI generated commercial invoice, as well as a line item indicating that this is a "defective product return". (Note: For Return-To-Factory warranty transactions, please contact CLI Accounting department for commercial invoice instructions).

Warranty Policy For CLI Products Shipped To International Addresses (Except Canada)
Standard warranty terms for international shipments are one-year Return-To-Depot service with the customer responsible for freight-in and freight-out. Other warranty options are available and are defined at time of purchase. Refer to the purchase contract to determine the specific warranty terms.

International Transfers
CLI will only ship RMA replacement products to the country that the original product was shipped to. This determination is based on the original CLI invoice ship-to country.
For example: A product is shipped by CLI to Company-A in the USA, then shipped by Company-A to a country in South America. CLI will ship the RMA replacement product to Company-A (the company the product was originally sold to with a USA address). Company-A is then responsible to forward the RMA replacement product to its final destination, and for the return of the defective product to CLI.