



WARRANTY

Azom warrants to the original purchaser that any part of the hardware system, excluding software, documentation and similar items, will be free of defects in workmanship and materials for the period the warranty included with the purchase from the date of delivery to Customer.

During the warranty period, Azom will replace, at its sole discretion, the defective hardware system, for defects specified by you, free of charge for labor and/or parts depending on your warranty period. Parts may not be the same but will be equivalent parts. If the hardware system generates any defect within Warranty Period, Azom will cover all shipping costs associated with replacement.

Any additional purchases or upgrades will not extend this warranty. Excluded from this warranty is any damage caused during shipment (except the shipment to the original purchaser) and any damage caused by: impacts, fluids, fire, flood, wind, earthquake, lightning or similar disaster; unauthorized modifications, attachments or peripherals, improper use, environment, installation or electrical supply; improper maintenance; any other misuse, abuse, or mishandling.

Azom's sole liability, under this warranty, for failure to repair or replace the hardware system after a reasonable number of attempts is limited to replacement or, at Azom's sole discretion, refund of the original purchase price. The above constitutes purchaser's exclusive remedies for breach of warranty.

Azom shall, under no circumstances, be liable for any other damages, including but not limited to special, incidental, consequential and other similar claims whether based upon breach of contract, breach of warranty, negligence, or strict liability, or any other similar theories.

Damages excluded include but are not limited to: loss of profit, loss of revenue, loss of data or software, loss of use of the hardware system, loss of use of related equipment, cost of substitute or replacement equipment, "down-time", purchaser's time, injury to property, and all claims of third parties.

EXCEPT AS EXPRESSLY STATED HEREIN, AZOM MAKES NO REPRESENTATIONS OR WARRANTIES, EITHER EXPRESS OR IMPLIED, OF ANY KIND WITH RESPECT TO PRODUCTS SOLD BY AZOM. EXCEPT AS EXPRESSLY STATED HEREIN, AZOM EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, OF ANY KIND WITH RESPECT TO PRODUCTS SOLD ON THIS SITE, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Depending on the term of the limited warranty, the coverage of labor and parts will vary. Please review the breakdown below:

The "Expert Customer Care with 1 Year Limited Warranty" for mobile Barebone system covers labor costs for 1 year and direct defective part replacement service directly from Azom's inventory for 1 year. Extension of warranty to additional 2 Years is optional. After warranty, Azom will help replace any defective parts for the customer as long as those parts are still available with the manufacture. End of Life for Mobility Solutions is considered 3 Years from the month of purchase.

The “Expert Customer Care with 2 Year Limited Warranty” for premium desk solution and workstation solutions covers labor costs for 2 years and direct defective part replacement service directly from Azom’s inventory for 2 years. Extension of warranty to additional 2 Years is optional. After warranty, Azom will help replace any defective parts for the customer as long as those parts are still available with the manufacture. End of Life for Premium Desk Solutions is considered 4 Years from the month of purchase.

The “Expert Customer Care with 3 Year Limited Warranty” for HPC desk solution, workstation and server solutions covers labor costs for 3 years and direct defective part replacement service directly from Azom’s inventory for 3 years. Extension of warranty to additional 2 Years is optional. After warranty, Azom will help replace any defective parts for the customer as long as those parts are still available with the manufacture. End of Life for HPC Solutions is considered 5 Years from the month of purchase.

UPGRADES

Azom gives the customer the freedom to upgrade his or her system. If you would like Azom to upgrade your system for you, you will be responsible for shipping costs back and forth and a small labor fee. However, if the customer begins to experience issues after third party component upgrade; the customer must remove the suspected hardware in order to obtain warranty service and support.

COSMETIC DAMAGE

Azom takes as much precaution to ensure that all of our systems leave our facility without any scratches or dents. To ensure we maintain this goal, a through external inspection is done prior to the computer being placed into the packaging box. Any cosmetic damages that are larger than the size of a One Rupee Coin will be taken care of by Azom if reported within the first 24 hours of original delivery.

DEAD PIXEL POLICY

Since Azom does not directly manufacture LCD panels used in our solutions, we are going to pass over the same warranty terms that Azom has with the manufacture(s) to the customer. If any of the three conditions are met or exceeded, Azom will replace the unit for the customer: Over 6 bright dots or 5 black dots or 5 mixed bright and block dots in total.

RETURN WINDOW FOR REPLACEMENT HARDWARE

If Azom does not receive replacement hardware back within the stated time frame below, Azom reserves the right to charge the customer for the value of the hardware, and/or, VOID the customers warranty and technical support services.

Desk & HPC Solutions

31 Days: Old hardware returned back to Azom within 31 days from shipment of new hardware.

Mobile Barebones

15 Days: Old hardware returned back to Azom within 15 days from shipment of new hardware.

DISCLAIMER

The systems customized by AZOM are not intended for and will not be used in life support systems, medical equipment, nuclear facilities or systems, aircraft, aircraft devices, aircraft/emergency communication devices or other critical systems whose failure to perform be reasonably expected to result in significant injury or loss of life or catastrophic property damage. Accordingly, AZOM disclaims any and all liability, and should buyer use or sell such products for use in such ultra-hazardous applications, it does so entirely at its own risk. Furthermore, buyer agrees to fully indemnify, defend and hold AZOM harmless for and against any and all claims, demands, actions, litigation, and proceedings of any kind arising out of or Related to such ultra-hazardous use or sale.

By opting for solutions provided by Azom, the end buyer agrees to all the terms and conditions mentioned in this document.