

Limited Warranty and Return Policy



What is covered by this limited warranty?

This limited warranty covers defects in materials and workmanship in your (the end user's) Digital Intelligence-branded hardware products, including Digital Intelligence-branded peripheral products. The following sections describe the limited warranties and return policy for the U.S.

How long does this limited warranty last?

Digital Intelligence-branded hardware products purchased in the U.S. comes with a thirty-six (36) month term unless your packing slip or invoice indicates a different limited warranty term. To determine which warranty came with your hardware product(s), see your packing slip or invoice. The limited warranty on all Digital Intelligence-branded products begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Digital Intelligence may change the availability of limited warranties, at its discretion, but any changes will not be retroactive. In the event a component manufacturer has a warranty period that extends beyond your limited warranty from Digital Intelligence, we may use reasonable efforts to assist you in obtaining service through the original manufacturer's warranty. NOTE: Laptop batteries and power supplies are limited to twelve (12) month term.

What is not covered by this limited warranty?

This limited warranty does not cover:

- Software, including the operating system and software added to the Digital Intelligence-branded hardware products. All software terms are covered in the applicable software license.
- Non-Digital Intelligence branded products and accessories
- Problems that result from: accident, abuse, misuse, or problems with electrical power; servicing not authorized by Digital Intelligence; improper storage, installation application or maintenance; and problems caused by accessories, parts or components not supplied by Digital Intelligence
- Products for which Digital Intelligence has not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DIGITAL INTELLIGENCE'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

What do I do if I need warranty service?

Before the warranty expires, please call us. Please also have your Digital Intelligence serial number or order number available.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

NOTE: Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

What will Digital Intelligence do?

During the limited warranty period, we will repair any Digital Intelligence-branded hardware products returned to us that prove to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished. If we determine that the problem is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.

Cross shipment: In the event that we determine that individual component replacement is an option (customer field repair), we may provide cross-shipment of replacement components. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States, (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect.

NOTE: Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

What if I purchased an Extended Maintenance Contract?

Service will be provided to you under the terms of the Extended Maintenance Contract. Please refer to that contract for details on how to obtain service.

How will you fix my product?

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Digital Intelligence, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Digital Intelligence owns all parts removed from repaired products.

May I transfer the limited warranty?

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us.

No Questions Asked Return Policy (U.S. Only)

We value our relationship with you and want to make sure that you're satisfied with your purchases. That's why we offer a 30-day No Questions Asked return policy for most products that you, the end-user customer, purchase directly from Digital Intelligence. Under this policy, you may return to Digital Intelligence any non-customized products and any unopened software that you purchased directly from Digital Intelligence for a credit or a refund of the purchase price paid, less shipping and handling and a 15% restocking fee. We may choose to waive the restocking fee if the products are returned to us unopened or in their original condition. All returns must be received within 30 days after the product ships to you. When you contact us, we will issue a Return Material Authorization Number for you to include with your return.



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