



## 1. Manufacturer's Warranty Information:

- a) Manufacturer (Arxys) provides a return to factory warranty for all products offered. Warranty period unless otherwise specified is for one year from date of shipment on any Arxys hardware. Replacement Products will be warranted for the remaining warranty period of the original Products.
- b) All parts replaced during the guarantee period shall become the property of Manufacturer.
- c) Inspection and repair of defective equipment under this guarantee will be performed only at Manufacturer's plant (or any alternate site designated by Manufacturer): **435 West Bradley Ave., Suite C, El Cajon, CA**. The Manufacturer will employ commercially reasonable efforts to ship a replacement product within THIRTY (30) working days after receipt of failed part and a Return Materials Authorization (RMA) request. Delivery times will vary depending on customer location. Manufacturer, at its option, may repair or replace the defective product as exclusive warranty remedies hereunder.
- d) Product returned to Manufacturer must first be assigned a Return Materials Authorization (RMA) number. The RMA number must appear clearly on the outside of the shipping container. Product shipped to Manufacturer without an RMA number will be returned to sender unopened. When equipment is returned to the Manufacturer's authorized service facility for repairs, the ordering activity shall be responsible for any loss or damage to equipment being returned by the ordering activity for repair to the Manufacturer's authorized service facility. Manufacturer shall only be responsible for any loss or damage while the equipment is at the Manufacturer's authorized service facility and until it is returned to the ordering activity's location.
- e) Ordering activity is responsible for shipment to Manufacturer and for return of shipment from Manufacturer's facility to Ordering activity's location.

## 2. Technical Services:

Phone, Email and Web support is available during the warranty period during Standard Business hours (M-F, 8AM-5PM Pacific Time). Technical support is available via:

(800) 257-1666  
[support@arxys.com](mailto:support@arxys.com)

All other Technical Support services from the Manufacturer are available per the charges set forth in the Pricelist Section. Additional technical services may be available outside the scope of this contract from the Manufacturer or Authorized Government Resellers.

## Manufacturer's Maintenance Information

### 1. Service Areas:

- a) The annual maintenance fees as listed in the price list are applicable to any ordering activity location within the geographic scope of this contract.
- b) If maintenance repair services cannot be performed at the ordering activity installation site, the repair services will be performed at the Manufacturer's plant(s) listed below (or any alternate site designated by Manufacturer):

435 West Bradley Ave., Suite C  
El Cajon, CA 92020