

## Rhino Equipment Corp. Limited Warranty Statement

**RHINO EQUIPMENT CORP** ("Rhino") warrants that its products are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, Rhino will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by Rhino 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.

**Five-Year Warranty:** The following Rhino products are covered by this warranty for a period of five years from the date of original retail purchase: all CB24, PCI and PCI Express cards (analog and digital), IP24, and Ceros models.

**One-Year Warranty:** PC motherboards, memory cards, hard drives, data storage products which are not manufactured directly by Rhino. If the original manufacturer's warranty is longer than 1 year, we will honor that warranty.

This warranty covers only repair or replacement of defective Rhino products, as provided above. Rhino is not liable for, and does not cover under warranty, any costs associated with servicing and/or the installation of Rhino products. Rhino will not discontinue support of its products, nor obsolete its products, as long as there are component materials available and there is reasonable customer demand for the products.

### Free Technical Support

If you experience difficulty during the installation or subsequent use of a Rhino product, you may contact Rhino's Technical Support department prior to servicing your system. Rhino provides free English-language technical support to its customers worldwide for as long as you own the Rhino product.

Rhino Technical Support can be contacted directly by calling: +1 (480) 940-1826, option 4 during normal business hours in the United States, or by e-mail at: [support@rhinoequipment.com](mailto:support@rhinoequipment.com).

### Warranty Claim Procedures and Requirements

To obtain warranty service, you may return a defective product, freight-prepaid and insured for the price paid, to the authorized Rhino dealer or distributor from which you purchased the Rhino product. You must include product identification information, including model number and serial number (if applicable) with a detailed description of the problem you are experiencing. You must also include proof of the date of original retail purchase as evidence that the product is within the applicable warranty period.

In the United States, you may return the product directly to the Rhino factory after first obtaining a Return Material Authorization ("RMA") number from Rhino. An RMA number is obtained by calling Rhino Customer Service at +1 (480) 940-1826, option 4.

Once you have obtained an RMA number from Rhino, you must, within thirty (30) days, send the product freight-prepaid and insured to Rhino Equipment Corp, RMA Customer Service, to the address that was given to you at the time that the RMA was issued. Products shipped to the factory must be properly packaged to prevent damage in transit. You must include the Rhino RMA number prominently displayed on the outside of your package. If you send your product to the factory without the RMA number prominently displayed on the outside of the package, it will be returned to you unopened.

### Disclaimers

**THE FOREGOING IS THE COMPLETE WARRANTY FOR RHINO PRODUCTS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO RHINO PRODUCTS AND RHINO EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL RHINO BE LIABLE TO THE PURCHASER OR TO THE USER OF A RHINO PRODUCT FOR ANY DAMAGES, EXPENSES, LOST REVENUES, LOST SAVINGS, LOST PROFITS, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THE RHINO PRODUCT, EVEN IF RHINO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**