

UltrArmor

AFTER-SALES SERVICE

UltrArmor provides a warranty for its Thin Clients hardware to End Customers, Partners, and Distributors (collectively referred to as the "Buyer") under the following terms:

The Buyer is entitled to request service for defects in the UltrArmor hardware within the warranty period. Request are valid if the hardware defects align with the malfunction symptoms specified in the UltrArmor troubleshooting checklist. UltrArmor may, at its discretion, replace or repair the defective hardware with functional hardware. This warranty does not entitle the Buyer to withdraw from the purchase contract, demand a price reduction, or seek compensation for damages. Warranty request of the End Customer against the Seller are not affected by this warranty

Warranty Period

The standard Warranty Period for defects in material or workmanship of the UltrArmor hardware is 5 years starting on the shipment date of the UltrArmor hardware from the designed warehouse

Customer Actions

To make a warranty request, the Buyer must:

- Please visit the official website (Support-Document) to download the RMA Request Form
- Obtain an RMA (Return Material Authorization) number from UltrArmor's service team at support@ultrarmor.com.
- Pack the hardware in its original packaging (or equivalent) and deliver it to UltrArmor along with the RMA number.



Write the RMA number visibly on the address label



Ship the hardware, freight paid, to the address indicated in the RMA notification



Include the main unit, foot stand, power adapter, and power cord, excluding optional accessories



Provide insurance or assume the risk of loss or damage during shipment

UltrArmor Actions

UltrArmor hardware sent for repair will be replaced with refurbished hardware of the same type instead of being repaired. Refurbished parts may be used for repairs. Replaced parts or hardware become the property of UltrArmor. The operating system version on the replaced hardware will depend on the existing on-site inventory

Expense

The Buyer must pay for return shipping and insurance (if applicable) for UltrArmor hardware. UltrArmor will cover the cost of replacement parts or hardware and return shipping (including insurance) to the Buyer.

If no warranty request is found, the Buyer bears all inspection costs, and UltrArmor may withhold the hardware until these costs are fully paid

Exclusions

This warranty does not cover UltrArmor hardware provided free of charge. It does not apply to loss or damage arising from:

- Shipping or improper installation/maintenance.
- Misuse, neglect, or unsuitable storage.
- Non-commercial or non-industrial use.
- Unauthorized repairs, modifications, or installations.
- Excessive/inadequate heating, air conditioning, or electrical issues.
- Use outside the hardware's technical specifications.
- Descriptions or defect warranties by third parties.

Warranty Queries

For any queries, contact UltrArmor's service department at support@ultrarmor.com

Note: UltrArmor retains the authority to modify, correct, cancel, and/or enhance information, as well as products and programs described in such information, at any time without prior notice