

ADDITIONAL 24-MONTHS HARDWARE AND SOFTWARE SUPPORT

Daqscribe offers an extended warranty option to its customers that covers the **second and third year** of the product life cycle. Daqscribe will provide service and repair of covered products returned to Daqscribe's facility. **Extended warranty service must be purchased within 90 days** of taking receipt of the product by contacting Daqscribe sales or tech support (sales@daqscribe.com or support@daqscribe.com.)

Each instance of hardware failure should be reported to Daqscribe technical support (support@daqscribe.com) within the extended warranty period. If extended warranty service is required, Daqscribe will issue a **Return Material Authorization (RMA)** number. You must ship the products back to Daqscribe in their original or equivalent packaging and prepay shipping charges. Daqscribe will not accept the risk of loss or damages during shipment. You accept full responsibility for your software and data on the returned system. Daqscribe is not required to advise or remind you of appropriate backup and other procedures.

Daqscribe will ship repaired products or replacement parts to you by 'freight prepaid' to an address in the continental United States, where applicable. Shipments to locations outside of the continental United States will be made 'freight collect'. Daqscribe will include a prepaid shipping container with each replacement part for your use in returning the replaced part to Daqscribe. Daqscribe will not cover import and export tax, duty, or associated fees. Daqscribe may provide replacement parts made by alternative manufacturers. The warranty term of a replaced part will run concurrently with the remainder of the extended warranty term.

Daqscribe will provide software updates (when available) and support for the period of the extended warranty on its systems, following the initial standard warranty period through to the end of the extended warranty period. Software updates can be delivered through authorized reseller, an authorized repair center, or the end-user by drive media or remote data transfer, as updates become available.