

Limited Warranty – HP297.doc

Definitions

“The Company” shall refer to Matrix Multimedia Limited

“The Package” shall refer to the hardware, software and other component parts of this product

“The Period” shall be one year from the date of delivery.

Warranty

The Company warrants that this Package is free from defects in materials and workmanship for the Period. This warranty is not transferable.

Checking your product

This Package has been tested in the factory in accordance with the Company’s quality guidelines. We strongly recommend that you carry out your own tests with this product, in accordance with the User Test guidelines supplied with the product, which will confirm for you that this Package meets the specification for which it has been designed.

Exclusions

This Package, or parts of it, should not be used in life-critical applications.

This warranty does not apply in the following cases:

- Where a Package that has been damaged as a result of using the Package other than for its intended use
- Where the Package has been modified
- As a result of service by a person not authorized by the Company
- Where damage occurs through improper transportation or packing
- Where this Package is damaged through physical damage
- Where parts of this Package are lost or damaged
- To the consumable parts of this Package – e.g. chips or components supplied with this Package including chips on programming systems which can be damaged by erroneous use.

Disclaimer

Except for the limited warranties made in this document the Company disclaims all other warranties – expressed, implied or statutory – including but not limited to implied warranties of merchantability or fitness for a particular purpose. In no event shall the Company be liable for any incidental, special, or consequential damages, including but not limited to loss of business, profits, whether in action, contract or tort or based on a warranty, arising out of or in connection with the use or performance of this Package. The only warranty offered is the repair, or replacement of the Package or parts thereof at the Company’s discretion.

Obtaining warranty service

Subject to the provisions above you are entitled to service with respect to the Package with the following terms and conditions:

- Claims will only be honored if made within the Period.
- Before making a claim please review the Technical Support section of the documentation – supplied electronically – and contacting our technical support representatives
- If you have problems please contact the Company by phone and your assistance will be required in running any diagnostic tests the Company may feel suitable to ascertain where the problem with the Package lies. This will help in reducing the number of ‘no defect found’ problems in our service center.
- Where a diagnostic test by phone identifies one component is at fault the Company may send – by post or courier at the Company’s expense – a replacement part.
- Where a diagnostic fault determines that an upgrade of software is required then the Company reserves the right to ship this using email.
- Where it is not possible to determine the fault and repair it remotely then the Package, or parts of it, will need to be returned – at no cost to the Company – to the Company. Please provide proof of purchase and serial numbers for any parts of the Package.
- The company will determine the fault with all returned Packages.
- Where returned Packages are found to be defective in materials or workmanship then the Company will replace or repair the Package at its own expense, and will reimburse for any postal or courier expenditure incurred in sending defective Packages back to the Company.
- Where no fault is found with returned Packages the Company reserves the right to make a reasonable charge to compensate the Company for the time taken to service the Package.