



Limited Hardware Warranty

(For Products Purchased after April 1, 2009 in Countries Excluding USA and Canada)

Scope of Warranty

This NComputing limited warranty applies only to the NComputing Hardware purchased by an end-user in a country other than the US or Canada from NComputing, Inc., its worldwide subsidiaries, affiliates, authorized resellers, or distributors for the end-user's use, and not for resale. The term "NComputing Hardware" is limited to hardware components and includes only those parts or accessories sold with the NComputing-branded product including power adapters, power cords and other NComputing-branded accessories. The term "NComputing Hardware" DOES NOT include the NComputing virtualization software or any other software programs that may be packaged with the hardware. Terms and conditions for the use of the NComputing Software and for any updates, upgrades and support of the Software are set forth in the end user license agreement (EULA) and terms of use included with the Software.

Fulfillment of the terms of this Limited Hardware Warranty may be executed by authorized NComputing resellers, dealers or distributors or by NComputing, its worldwide subsidiaries or affiliates. Authorized NComputing resellers, dealers or distributors (hereinafter collectively referred to as "Authorized Resellers") may offer additional warranties to you for which they are solely responsible – refer to the documentation supplied by your Authorized Reseller.

NComputing Limited Hardware Warranty

NComputing warrants this product to be free from defects in material and workmanship for a period of three (3) years after the date shown on the customer's original purchase invoice or sales receipt. During this period your Authorized Reseller or NComputing will, at its option, either replace a defective product with a new or rebuilt product or repair it with new or rebuilt parts at no charge except as stated below. Replacement product or parts are warranted to be free of defects in material or workmanship for 30 days or for the remainder of the original product warranty, whichever is longer. The product or parts that are replaced become the property of the Authorized Reseller or NComputing, whichever services the warranty.

This limited warranty is provided to the original owner only and is not transferable to any third party. This limited warranty does not cover any of the products that you or any third party has modified or altered; you bear the sole responsibility and liability for any such modifications or alteration.

NCOMPUTING HEREBY DISCLAIMS ALL OTHER EXPRESS AND IMPLIED WARRANTIES FOR THIS PRODUCT, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SOME STATES AND COUNTRIES MAY NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. IN THAT EVENT, SUCH WARRANTIES ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES APPLY AFTER THAT PERIOD. SOME STATES OR JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

NCOMPUTING DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION: 1) ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE; 3) SPECIAL, INCIDENTAL, OR INDIRECT DAMAGES OR FOR ANY ECONOMIC CONSEQUENTIAL DAMAGES; OR 4) LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS.

NCOMPUTING'S LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH NCOMPUTING IS RESPONSIBLE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE OR COUNTRY TO COUNTRY.

NComputing, Inc.

Main: +1-650-594-5800 Fax: +1-650-594-5801 Web: www.ncomputing.com

Address: One Lagoon Drive, Suite 110, Redwood City, California 94065 USA



Governing Law

The laws of the State of California in the United States of America shall govern these terms.

Customer Responsibilities

Upon receiving your NComputing products you should register per the registration instructions provided with the Product's documentation. This will ensure that you receive full warranty support. As the original purchaser you have thirty (30) days in which to review the contents of the Product's packaging for any missing or broken items. After the first thirty (30) days of ownership, beginning from the date of original purchase, a charge will be incurred for replacement of any item you, the original purchaser, may wish to order from your Authorized Reseller or NComputing. Such charges will include handling and shipping costs incurred for delivery of any such items.

Exclusions

This Limited Hardware Warranty is voided by the removal or alteration of identification labels on the product or its parts.

Any technical or other support provided for a product under warranty, such as assistance with "how-to" questions and those regarding product set-up and installation, is provided WITHOUT WARRANTIES OF ANY KIND.

This limited warranty does not cover problems that result from:

- Accidents, misuse, abuse, neglect, contamination, or other external causes;
- Usage that is not in accordance with product instructions;
- End-user supplied interfacing, cabling, or connections to unsupported peripherals;
- Operation outside the published operating specifications for the product, including improper environment, excessive or inadequate heating or air conditioning or problems with electrical power;
- Servicing, repair, modification or installation of options or parts by anyone other than NComputing;
- The use of accessories, parts, or components not supplied by NComputing;
- Improper site preparation or maintenance;
- Removal of the NComputing Hardware;
- Installation of upgrades or new software;
- Electronic virus infection;
- Disasters including fire, water, or other acts of nature;
- Electrical conditions such as those caused by lightning strikes, power fluctuations, electrical surges or outages, or any other such condition that may affect the electricity source;
- Any other cause which does not relate to a product defect.

Furthermore, this limited warranty does not cover:

- Software, including software that was pre-installed, provided by NComputing or purchased separately for use on NComputing products;
- Loss or damage in transit;
- Failure caused by a product for which NComputing is not responsible;
- Products for which NComputing has not received full payment;
- Damage to or loss of any programs, data or removable storage media;
- Software or data loss occurring during repair or replacement;
- Normal wear and tear.

Non-NComputing Hardware

All non-NComputing hardware products or peripherals external to the NComputing access device - such as USB devices, displays, adapter cables and other peripherals - are covered by the applicable vendor warranty for those products. Non-NComputing hardware products are not warranted by NComputing. However non-NComputing manufacturers or suppliers may provide their own warranties directly to you.

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To Obtain Service from an Authorized Reseller

Before the warranty expires, you may contact your Authorized Reseller to process a request for hardware warranty service. To obtain warranty service, you will be required to provide:

- A. The original dated sales receipt
- B. Your name, physical address and e-mail address
- C. The serial number of the product
- D. A description of the problem

If your product requires service or replacement, your Authorized Reseller will provide instructions on how to process a Return Material Authorization.

If an exact replacement product is not available, a newer product with similar form, fit and function that meets or exceeds the original product's specifications may be used to service the warranty.

In the event that your Authorized Reseller is unable to process a request for hardware warranty service, you may submit a technical support request online to NComputing by visiting the support section of the NComputing web site at: www.ncomputing.com. To request hardware warranty service direct from NComputing you must register your products per the registration instructions provided with the product documentation and you will be required to provide:

- A. The original dated sales receipt
- B. Your name, physical address and e-mail address
- C. The name, physical address, website address and e-mail address of your reseller, dealer or distributor
- D. The serial number of the product
- E. A description of the problem

If your product requires service or replacement and NComputing confirms that your reseller is unable to provide warranty service, NComputing will issue you a Return Material Authorization (RMA) number to include with your return. You must return the product, along with the dated proof of purchase to NComputing in its original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. NComputing will return the repaired or replacement products to you freight collect.

NComputing uses new and refurbished parts made by various manufacturers to perform warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned, some of which were never used by a customer. All parts and systems are inspected and tested for quality.

If an Authorized Reseller or NComputing determines that the problem is not covered under this warranty, the Authorized Reseller or NComputing will notify you and inform you of service alternatives that may be available to you on a fee basis.

Revisions

NComputing reserves the right to change the terms of its warranty at any time without notice. Changes apply only to new product(s) purchased after such changes in the warranty take effect and are made available to customers either online or in print.