

## NETGenetics LLC Lifetime Limited Warranty

### 1. Warranty Coverage

NETGenetics LLC (“We” or “Us”) warrants that this product (“Product”) will be free from defects in materials and workmanship under normal use and service for the lifetime of the Product.

### 2. Scope of Warranty

This warranty is valid only for the original purchaser of the Product and is non-transferable. Proof of purchase may be required for warranty claims. This warranty applies exclusively to Products purchased directly through NETGenetics LLC and is only available to the end-user. It does not extend to resellers or third parties.

### 3. Covered Failures

Our limited lifetime warranty covers the following failures:

- Power supply failures
- Fan failures
- Motherboard failures
- Power over Ethernet (PoE) failures

### 4. Exclusions from Coverage

This warranty does not cover the following:

- **Normal wear and tear** or damage due to misuse, abuse, alterations, unauthorized repairs, neglect, or accidents.
- **Damage from environmental factors**, including fire, flooding, earthquakes, or any external cause beyond our control.
- **Cosmetic damage**, such as scratches, dents, or chips that do not affect the Product’s functionality.
- **Consumable parts**, including batteries and coatings, unless the failure is caused by defects in materials or workmanship.
- **Licensing issues**, including any software licenses or updates, operating system (OS) upgrades, or associated components. This warranty does not cover licensing upgrades or OS-related issues.

## 5. Duration of Coverage

The warranty is valid for the lifetime of the Product as long as the original purchaser owns the Product. "Lifetime" refers to the period during which NETGenetics LLC offers support for the Product, including parts, services, or replacements. NETGenetics LLC reserves the right to discontinue support after a reasonable time from the end of production, at which point the warranty may no longer apply.

## 6. Remedy

If the Product fails under normal use within the coverage period, NETGenetics LLC will, at its discretion, either repair or replace the Product, or provide a refund. Repaired or replaced products will be covered under this warranty for the remainder of the original warranty period, or 90 days, whichever is longer. The process for resolution is as follows:

- First, NETGenetics LLC will attempt to repair or troubleshoot the issue.
- If our technicians are unable to resolve the issue, the product will be replaced with an identical or similar product, subject to availability.
- If replacement is necessary, a **refurbished product** of similar value will be provided.
- After the replacement is delivered and the issue is resolved, the limited lifetime warranty continues until the next upgrade or change in the product.

## 7. Claims Process

To make a warranty claim, please contact NETGenetics LLC customer service at **(405) 285-1206** or via email at **support@netgenetics.com**. You may be required to provide proof of purchase, a description of the defect, and a return authorization. The purchaser is responsible for any shipping fees associated with the warranty claim.

## 8. Disclaimer of Warranties

Except for the limited warranty expressly set forth above, NETGenetics LLC disclaims all other warranties, whether express or implied, including any implied warranties of merchantability, fitness for a particular purpose, and non-infringement, to the extent permitted by applicable law.

## 9. Limitation of Liability

Under no circumstances shall NETGenetics LLC be liable for any incidental, special, indirect, or consequential damages arising out of or in connection with the use or inability to use the Product, even if NETGenetics LLC has been advised of the possibility of such damages. The total liability of NETGenetics LLC shall not exceed the purchase price of the Product.

## 10. Governing Law

This warranty and any disputes arising from it shall be governed by the laws of the United States of America, without regard to its conflict of law principles.

