

## DEPCO, LLC Limited Warranty Statement

**DEPCO, LLC** ("DEPCO") warrants that its products are free from defects in material and workmanship. Subject to the conditions and limitations set forth below, DEPCO will at its option, either repair or replace any part of its product(s) that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by DEPCO on an exchange basis, and will be either new or refurbished to be functionally equivalent to new.

### Duration of Warranty

**One-Year Warranty:** The following DEPCO products are covered by this warranty for a period of one year from the date of original invoice: Career & Technology, FACS, Agri-Sciences, Business and Marketing and Manufacturing Processes module equipment and DEPCO manufactured lab furniture and storage cabinets.

**Two-Year Warranty:** The following DEPCO products are covered by this warranty for a period of two years from the date of original invoice: DEPCO brand computer systems that includes: CPU, monitor, keyboard, mouse and cables. This warranty covers only repair or replacement of defective DEPCO products, as provided above. DEPCO is not liable for, and does not cover under warranty, any costs associated with servicing and/or the installation of DEPCO Products. DEPCO will not discontinue support of its products, nor obsolete its products, as long as there are component materials available in the marketplace and reasonable customer demand for the products. Extended warranties and service & support agreements are available upon request.

### Exclusion of Warranty

This warranty does not cover any damage to this product that results from accident, abuse, misuse, natural or personal disaster, or any unauthorized disassembly, repair, or modification. This warranty does not cover the cost of consumables or supplies as a result of equipment failure. This warranty does not cover the cost of applications software upgrades or curriculum upgrades.

### Technical Support

If you experience difficulty during the installation or subsequent use of a DEPCO product, you may contact DEPCO Technical Support department prior to servicing your system. DEPCO provides toll-free English language technical support to its customers worldwide. Support is available during weekday business hours, 8:00am to 5:00pm (central time zone) Monday through Friday. DEPCO Technical Support in the **United States** can be contacted directly by calling toll-free: **800.767.1062** (U.S. only), or: **620.231.0019**, or by e-mail at: [support@depcollc.com](mailto:support@depcollc.com).

### Warranty Claim Procedures and Requirements

To obtain warranty service, you must obtain an RMA (Return Merchandise Authorization) by calling toll-free: **800.767.1062** (U.S. only), or: **620.231.0019**, or by e-mail at: [support@depcollc.com](mailto:support@depcollc.com). Then return the defective product, freight prepaid and insured, to the DEPCO corporate service center at: **DEPCO, LLC, 3305 Airport Drive, Pittsburg, KS 66762**. You must include product identification information, including model number and serial number (if applicable) with a detailed description of the malfunction you are experiencing. You must also include proof of the date of original retail purchase as evidence that the product is within the applicable warranty period. Once you have obtained an RMA number from DEPCO, you must, within thirty-days (30), send the product freight prepaid and insured to **DEPCO, LLC, 3305 Airport Drive, Pittsburg, KS 66762**. Products shipped to the factory must be properly

packaged to prevent damage in transit. **DEPCO RMA number must be prominently displayed on the outside of your package. Sending your product to the factory without the RMA number prominently displayed on the outside of the package may cause delays.** DEPCO is not responsible for damage caused in transit due to improper packaging. Contact DEPCO customer service if the original packaging cartons and materials are not available.

## Disclaimers

**THE FOREGOING IS THE COMPLETE WARRANTY FOR DEPCO PRODUCTS AND SUPERCEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN. EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE MADE WITH RESPECT TO DEPCO PRODUCTS AND DEPCO EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT WILL DEPCO BE LIABLE TO THE PURCHASER OR TO THE USER OF A DEPCO PRODUCT FOR ANY DAMAGES, EXPENSES, LOST REVENUES, LOST SAVINGS, LOST PROFITS, OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE PURCHASE, USE OR INABILITY TO USE THE DEPCO PRODUCT, EVEN IF DEPCO HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.**