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CipherLab

# Warranty Exemption Guidelines

Ver. 1.00



## Product Warranty Information

According to CipherLab's Warranty Policy, whether products are in normal usage under standard warranty or extended warranty, or not in normal usage under comprehensive warranty, the warranty will not apply to products whose damage falls under any of the circumstances listed below. In addition, CipherLab has the right to judge and confirm whether the warranty is applicable to products based on the actual damage of said products.

Further, PLEASE BE NOTED:

The standard version of CipherLab's Warranty Policy is the one announced on the CipherLab E-RMA System coinciding with the time you require repair and warranty services. The warranty does not cover software or damage to the product caused by misuse, abuse, neglect, or improper or unauthorized installation, modifications or alterations to the product; or damage due to repair or service to the product done by anyone other than an authorized CIPHERLAB service center. The warranty also excludes CID (Customer Induced Damage), NTF (No Trouble Found) and any damage to the product caused by circumstances outside of CIPHERLAB's control, such as, but not limited to, being smashed or struck by heavy objects, being struck by lightning, or sudden fluctuation in electrical power.

CipherLab reserves the right to modify, explain and state the warranty terms and conditions of CipherLab's Warranty Policy and this Product Warranty Information.

For reference, the following photos present some examples of the circumstances mentioned above that are not covered by the warranty.

# DOCUMENT RELEASE RECORD

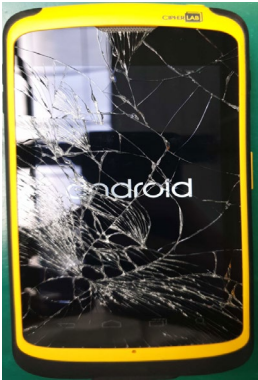

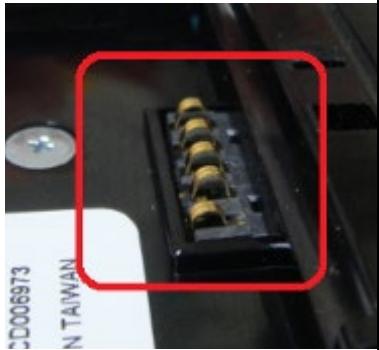

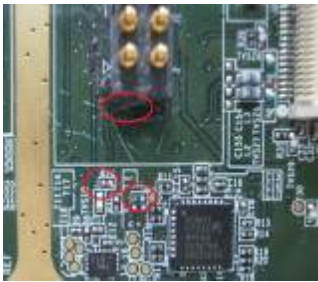

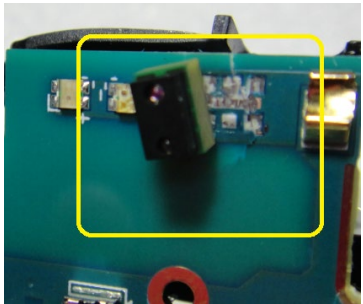
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Version	Release Date	Remark
1.00	Nov. 25 , 2021	Complete English version

## REPAIR EVALUATION GUIDELINES

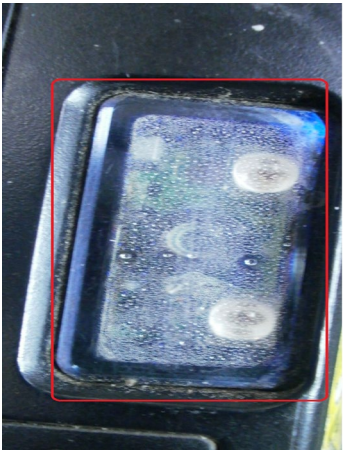
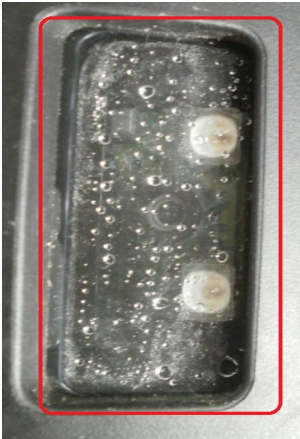
- The defective product which, in CipherLab's sole judgment, has been subject to misuse, abuse, neglect, or improper installation or maintenance, unauthorized repair or installation, modifications or alterations of the product.

<b>Misuse</b>	Panel that was struck	Panel that was struck	Panel damage
			
	Intentional worn housing	Overuse	Reader dust cover broken
			
<b>Abuse</b>	Struck	Smashed	Keypad burned
			
	SD/SIM slot broken	Run over	Housing squeezed
			


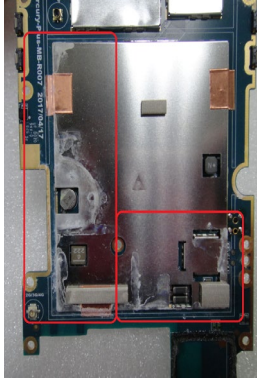
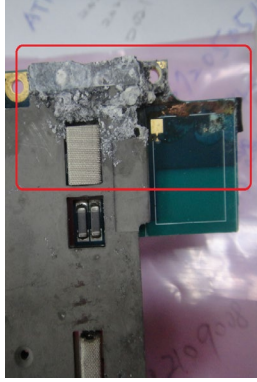
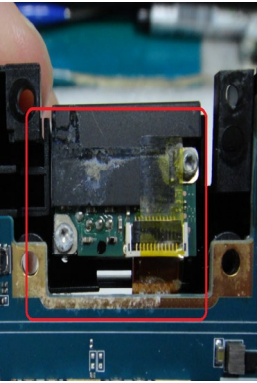
<b>Neglect</b>	Cracked	Dropped	Battery connector deformed
			
<b>Improper installation or maintenance</b>	I/O interface damaged		
			
<b>Improper installation or maintenance</b>	Components damaged	Connector broken	Improper maintenance
			

2. Parts, materials or equipment not manufactured by CipherLab.



3. Liquid leakage or anything attached to the defective product

<b>Dust cover fogging (water invasion)</b>	Dust cover fogging	Dust cover fogging	
			



<b>PCBA corrosion caused by water invasion.</b>	<b>PCBA corrosion</b>		
			
<b>Reader corrosion caused by water invasion.</b>	<b>Reader corrosion</b>		
			

4. Imperfections resulted from normal wear and use, including but not limited to scratches, dents etc.

<b>Appearance slight damage</b>	<b>Slightly worn</b>	<b>Slightly worn</b>	
			

5. Damaged, modified or un-recognizable product serial number sticker.

6. Purchased software

7. Defects resulting from natural disasters, including but not limited to earthquakes, floods, and other uncontrollable disasters.

8. Incomplete charge resulting in poor product performance
9. Products damaged using cleaning chemicals or other active ingredients not recommended by CipherLab that adversely affects plastics, displays, or other mobile device components.
10. If a product's warranty has expired, the components are not available for purchase, or due to a financial dispute, the repair is not possible or the expense is not reasonable, the device will be returned "as is" to customers. CipherLab will charge freight, service fees, and related expenses. The buyer shall bear all costs and risks associated with the product's transportation.