

Cedar Product Line Warranty

Juniper System, Inc. (“Juniper”) warrants the Cedar brand product line to be free from defects in materials and workmanship, under normal intended use, for a period of 12 Months from the date of shipment from Juniper Systems to an end user or 15 Months to a certified reseller, excepting that this warranty shall not apply to battery packs, cables, chargers, or any accessories. Juniper warrants that the following shall be free from defects in materials and workmanship, under normal intended use, for a period of ninety (90) days from the date of shipment: battery packs, cables, chargers, and any other accessories.

Warranty Exclusions

This warranty shall not apply if: (I) the product has been set up improperly or has been improperly installed or calibrated, (II) the product is operated in a manner that is not in accordance with the instruction manual(s) and/or user guide, (III) the product is used for a purpose other than for which it was designed, (IV) the product has been used in environmental conditions outside of those specified for the product, (V) the product has been subject to any modification, alteration, or change by or on behalf of customer (except and unless modified, changed or altered by Juniper or under Juniper’s direct supervision), (VI) the defect or malfunction results from misuse or accident, (VII) the IMEI or serial number on the product has been tampered with or removed, or (VIII) the product has been opened or tapered with in any way. Parts that are excessively worn are not covered under warranty. These may include, but are not limited to, the keyboard elastomer and switch matrix, hand straps, and the touch screen.

This warranty is exclusive and Juniper will not assume and hereby expressly disclaims any further warranties, whether expressed or implied, including, without limitation, any warranties as to merchantability, fitness for a particular purpose, noninfringement or any warranties arising from the course of performance, dealing, or usage of trade. Juniper specifically makes no warranties as to the suitability of its products for any particular application. Juniper makes no warranties that its products will meet your requirements or will work in combination with any hardware or applications software products provided by third parties, that the operation of its products will be uninterrupted or error free, or that all defects in the product will be corrected. Juniper shall not be responsible for software, firmware, information, or memory data contained in, stored on, or integrated with any products returned to Juniper for repair, under warranty or not.

Remedy

In the event a defect in materials or workmanship is discovered and reported to Juniper within the specified warranty period, after evaluation by a technician at a certified repair center, Juniper will, at its option, repair the defect or replace the defective product. Replacement products may be new or reconditioned. Juniper warrants any replaced or repaired product or a period of ninety (90) days from the date of return shipment, or through the end of the original warranty period, whichever is longer.

Limitation of Liability: To the fullest extent allowed by law, Juniper’s obligation shall be limited to the repair or replacement of the product. Juniper shall in no event be liable for special, incidental, or consequential, indirect, special, or punitive damages of any kind, or for loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of or in connection with the sale, installation, maintenance, use performance, failure, or interruption of any product. Any responsibility

and/or liability of Juniper shall, in connection with a warranted product, be limited in maximum amount to the original purchase price.

Warranty Service: In order to obtain a warranty product repair, replacement, or other servicing, contact our Customer Service Department or fill out the Repair Order Form within the applicable warranty period. The customer must prepay all shipping costs for delivery of the product to the repair center. Please visit our Repair Policies webpage for further details.

Governing Law: This warranty will be governed by the laws of Utah and excluding the United Nations Convention on Contracts for the International Sale of Goods. The courts of Utah shall have exclusive personal jurisdiction in case of any disputes arising out of or in connection with this warranty.

Warranty Service and Materials include these items: Analysis of problem by service personnel, labor and materials required to fix defective parts or replace the unit entirely; functional analysis performed after repair; repair turn-around within 5 to 10 working days of receipt unless special circumstances exist; shipping costs to return unit to the customer.

WARR-STD-HW 2020