

# Limited Warranty

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MIMO MONITORS provides a 30-Day Return Window (see Return of Non-Defective Products below) and the following limited warranty. This limited warranty extends only to the original purchaser unless purchased from an authorized reseller or distributor.

Please note that any warranty service starts at the date the unit left a Mimo Monitors facility unless end customer purchase date can be confirmed. Questions must be accompanied by the order number from the transaction, receipted invoice, valid serial number, or bill of loading through which the warranted product was purchased. **The serial number serves as your warranty number and must be retained.**

**MIMO MONITORS warranty varies by product. Unless otherwise noted the standard warranty applies:**

**Standard Warranty: For all products unless otherwise stated below, including displays, open frame products, and accessories**

MIMO MONITORS warrants these products and its parts against defects in materials or workmanship for **one year** from the original ship date. During this period, MIMO MONITORS will repair or replace defective parts with new or reconditioned parts at MIMO MONITORS's option, without charge to you.

**For 15.6", 18.5" and 21.5" Open Frames: Products with part number that starts with 'Msss' where 'sss' represents the diagonal display size**

MIMO MONITORS warrants against defects in materials or workmanship the LCD in these products for **one year** and the remaining parts for **three years** from the original ship date. During this period, MIMO MONITORS will repair or replace defective parts with new or reconditioned parts at MIMO MONITORS's option, without charge to you, exclusive of shipping costs as described herein.

**For all USB extender products**

MIMO MONITORS warrants these products and its parts against defects in materials or workmanship for **two years** from the original ship date. During this period, MIMO MONITORS will repair or replace defective parts with new or reconditioned parts at MIMO MONITORS's option, without charge to you, exclusive of shipping costs as described herein.

### **For all Android tablets (including retired POSPAD tablets and Android media players)**

MIMO MONITORS warrants these products and its parts against defects in materials or workmanship for **three years** from the original ship date. During this period, MIMO MONITORS will repair or replace defective parts with new or reconditioned parts at MIMO MONITORS's option, without charge to you.

### **Common Warranty Provisions**

All shipping fees to MIMO MONITORS must be paid by the customer, unless otherwise specified in this document. All returns, both during and following the 30-day return window, must be affected via the Procedures for Obtaining Warranty Service described below.

All parts replaced by MIMO MONITORS or its authorized service center, become the property of MIMO MONITORS. Any after-market additions or modifications will not be warranted.

MIMO MONITORS MAKES, NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OR NON-INFRINGEMENT, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, QUIET ENJOYMENT, SYSTEM INTEGRATION AND DATA ACCURACY.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent, or employee is authorized to make any modification, extension or addition to this warranty. These exclusive remedies shall not have failed of their essential purpose (as that term is used in the Uniform Commercial Code) as long as MIMO MONITORS remains willing to repair or replace defective products or re-perform and non-conforming services for no charge, as applicable, within a commercially reasonable time after being notified of a warranty claim.

### **Warranty Conditions and Exclusions**

The above Limited Warranty is subject to the following conditions and exclusions:

1. This warranty extends only to products distributed and/or sold by MIMO MONITORS and our authorized resellers and distributors.
2. This warranty covers only normal use of our products. MIMO MONITORS shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current, electrical failures and surges; or (iii) use beyond recommended operating conditions or where caused by excessive or inadequate heating or air conditioning or (iv) service or alteration by anyone other than an authorized MIMO MONITORS representative; (v) damages incurred through irresponsible use, including those resulting from viruses or spyware, overclocking, or other non-recommended practices or use in any manner or environment, or for any purpose,

for which MIMO MONITORS did not design or license it; or (vi) any alteration, modification or enhancement of the product by you or any third party not authorized or approved in writing by MIMO MONITORS. In addition, this warranty does not cover the product to the extent it is used in any country other than the country to which MIMOMONITORS ships the product.

3. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty. The ORIGINAL warranty period applies to product repaired or replaced under this Limited Warranty.
4. MIMO MONITORS and its Authorized Service Centers accepts no responsibility for any software programs, data or information stored on any media or any parts of any products returned for repair to MIMO MONITORS. Customer shall be solely responsible for establishing and maintaining security, virus protection, backup and disaster recovery plans for any data, images, software or equipment. MIMO MONITORS shall have no obligation or liability with respect to the recovery of lost data or images.
5. This warranty does not cover any third-party software or virus-related problems.
6. Thirty-day Return Window does not include opened software, parts, special order merchandise and shipping and handling fees.
7. MIMO MONITORS accepts no liability for problems caused by after-market software or hardware modifications or additions.
8. MIMO MONITORS is not responsible for giving any technical support concerning the installation or integration of any software or component the customer did not pay MIMO MONITORS to install.
9. MIMO MONITORS is not responsible for loss of data or time, even in the event of hardware failure. MIMO MONITORS is not responsible for any loss of work (“down time”) caused by a product requiring service. MIMO MONITORS is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use our products.
- 10. Under no circumstances will MIMO MONITORS be liable for any loss, cost, expense, inconvenience or damage exceeding the original purchase price of the product less any shipping fees.**

## Return of Non-Defective Products

A non-defective product may be returned to MIMO MONITORS within thirty (30) days of the invoice date for a refund of the original purchase price with the following amendments/fees:

1. Only products originally shipped from MIMO MONITORS will be considered for return to MIMO MONITORS. By a Customer requesting return of products to MIMO MONITORS, the Customer certifies that the products were purchased from MIMO MONITORS and there has been no substitution of the product from another supplier, distributor or other source of the product.
2. Any return must be in the original packaging and in as-new condition
3. MIMO MONITORS will refund neither the original shipping cost nor the shipping and handling fees incurred from the products return. If the original purchase was made under a “Free

Shipping” promotion then a standard \$30 fee will be deducted from any return in counter to that offer.

4. No refund will be granted for product used or tampered with in any way which jeopardizes MIMO MONITORS’s ability to remarket or resell the product. MIMO MONITORS maintains full discretion in decisions regarding a products fitness for return.
5. Any non-defective returns beyond 30 days may be returned at the sole discretion of Mimo Monitors and are subject to not less than a 15% restocking fee, which percentage is taken from the final purchase price less any shipping or handling charges.
6. Quantity purchases of five units or more are not eligible for non-defective returns.

### Procedures for Obtaining Warranty Service

RMA (Returning Merchandise Authorization) Policy:

If a return to MIMO MONITORS is desired for any reason, the customer must contact a Service Center to request an RMA number and complete an RMA Request for Service form to authorize the return. A serial number or proof of purchase will be required. **Returns will not be accepted without an RMA.**

Email (world-wide): [techsupport@mimomonitors.com](mailto:techsupport@mimomonitors.com)

North America	European, UK	Rest of World
Mimo Monitors NA Service Center 8am to 5:30pm ET USA Monday – Friday 1-855-937-6466, Option 2	Mimo Monitors EU Service Center 8am to 5:30pm CET Monday – Friday +31 (20) 299-0130	Contact the North America Service Center for Instructions

The RMA is valid for 30 days from date of issuance.

RMA and services are rendered by MIMO MONITORS Service Centers only. Any shipping costs on any item returned for repair is the customers’ responsibility. All returned parts must have an RMA number written clearly on the outside of the package along with a letter detailing the problems. No package will be accepted without a RMA number written on the outside of the package. No COD packages will be accepted.

Only the defective portion of the product should be returned for repair. All accessories such as, but not limited to, cables, bases, and ancillary items should NOT be returned. Mimo Monitors takes no responsibility for accessories not returned to customer after repair. Product(s) should be packed in the original box and a well-protected external box OR securely packaged individually and protected to meet standard UPS Packaging guidelines and shipped to the address on the RMA form:

North America	European, UK	Rest of World
Mimo Monitors NA Service Center RMA # _____ 743 Alexander Road, Suite 15 Princeton, NJ 08540	Mimo Monitors EU Service Center RMA# _____ Galvanibaan 6 3439 MG Nieuwegein, Netherlands	Contact the North America Service Center for Instructions

MIMO MONITORS will not be responsible for shipping damage/loss of any product. Upon receiving the product, MIMO MONITORS will repair or replace your product (at MIMO MONITORS's sole discretion) and will ship it back to you within 2 weeks subject to parts availability via UPS.

Cross-exchange is available if desired: You will need to provide a valid credit card number as a deposit guarantee when the RMA number is issued. Once approval has been obtained on your credit card, the replacement products will be shipped UPS. You will need to ship defective part(s) back to MIMO MONITORS within 15 days to avoid charges to your credit card. If such charges are incurred, the product will be billed at the then current price.

**After Warranty – Post Warranty Repair**

For post warranty repair, the procedure is the same as outlined above for RMA and shipping. However, the customer is responsible for shipping charges both ways, as well as current fees for part(s) used in the repair. Contact technical support for current fee schedule, if desired. MIMO MONITORS guarantees availability of replacement parts for 2 years.

**MIMO MONITORS will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website.**