

Azpen Warranty Policy

What the warranty covers:

Azpen offer limited manufacturer warranty from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, Azpen will, at its sole option, repair or replace the product with a similar product. Replacement Product or parts may include remanufactured or refurbished parts or components. The replacement unit will be covered by the balance of the time remaining on the customer's original limited warranty. Azpen provides no warranty for the third-party software included with the product or installed by the customer.

How long the warranty is effective

Azpen products are warranted for one (1) year for parts and labor (first purchaser only, this does not include Azpen refurbished products).

Who the warranty protects:

This warranty is valid only for the first consumer purchaser (refurbished products are not covered under this warranty). **YOU MUST SHOW PROOF OF PURCHASE.**

The warranty does not cover damage, deterioration or malfunction resulting from:

- Accident, misuse, neglect, fire, water, lightning, cracked display, LCD impact, deep scratches or any signs of impact, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.
 - Repair or attempted repair by anyone not authorized by Azpen.
 - Damage to or loss of any programs, data or removable storage media.
 - Software or data loss occurring during repair or replacement.
 - Any damage of the product due to shipment.
 - Removal or installation of the product.
 - Causes external to the product, such as electric power fluctuations or failure.
 - Use of supplies or parts not meeting Azpen's specifications.
 - Normal wear and tear.
 - Failure of owner to perform periodic product maintenance as stated in User Guide.
 - Any other cause that does not relate to a product defect.
 - Damage caused by static (non-moving) images displayed for lengthy periods of time (also referred to as image burn-in).
-
- Damage to, or abuse of, the coating on the surface of the display through inappropriate cleaning as described in product User Guide.

This device may have certain limitations with applications from the Google PlayStore and may hinder the performance of the tablet.

For information on obtaining warranty service, visit our website at:
<http://www.azpenpc.com/ProductSupport55.html> or contact us at service@azpenpc.com.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.