



UltrArmor RMA Service Policy

Thank you for choosing UltrArmor Thin Client products. UltrArmor is committed to providing reliable and high-quality solutions. We value every customer and aim to ensure full satisfaction throughout the product lifecycle.

This warranty applies to UltrArmor-branded Thin Client products sold and distributed through authorized UltrArmor partners. **End Customers who intend to request an RMA (Return Merchandise Authorization) service are advised to read the following warranty terms and conditions carefully before submitting the request.** Thank you for your understanding and cooperation.

I. **Warranty Period**

The warranty period is calculated from the product's shipment date, as verified by its serial number (S/N). The standard warranty period is 60 months (5 years) from the official warehouse shipment date, unless otherwise specified in the sales contract or local agreement.

● **Limited Warranty Components**

Certain components are covered by a limited warranty period of 24 months (2 years). These include:

1. LCD panel & attached power adapter
2. Lithium Battery

II. **Exclusions from Warranty Coverage**

UltrArmor reserves the right to charge a repair fee or refuse to provide repair services for any damages or failures resulting from the following causes.

The situations listed below are not covered under the warranty:

1. Cosmetic or Consumable Materials

This warranty does not apply to cosmetic or consumable materials, nor to any failure, defect, or damage resulting from the following conditions:

- Cosmetic damage: Including but not limited to scratches, dents, or discoloration that do not affect product functionality.
- Normal wear and tear: Deterioration arising from ordinary use over time.
- Chassis or physical damage: Any structural damage caused by mishandling,

accident, or external impact.

- Consumable or non-core components: Materials or accessories that are not essential to the main functionality of the product.

2. External and Environmental Causes

- Damages or failures caused by natural disasters, environmental influences, lightning strikes, abnormal voltage, or other external environmental conditions beyond normal operating parameters.
- Damage caused by exposure to water, corrosion, oxidation, high humidity, extreme temperatures, or other abnormal environmental factors.
- Any malfunction or damage caused by dust, insects, rodents, or foreign substances entering the device.

3. Improper Use or Operation

- Damage caused by failure to follow the user manual instructions or improper human operation, including dropping, crushing, mishandling, or use under abnormal conditions.
- Malfunctions or operational issues caused by incorrect software installation, configuration, or improper setup.
- Damage or malfunction caused by accidental or human factors, including but not limited to pressure, scratches, impact, dropping, exposure to high temperature or humidity, liquid intrusion, or use of incorrect voltage.

4. Unauthorized Repair or Modification

- Damage caused by disassembly, modification, or component replacement performed by unauthorized repair personnel or service centers not approved by UltrArmor.
- Products with tampered, altered, reattached, or damaged serial number/barcode labels that cannot be identified, resulting in the inability to perform warranty repair service.
- Failures or damages resulting from the use of non-approved or incompatible components, accessories, or consumable parts not authorized by UltrArmor (e.g., non-original batteries or adapters).

5. Software, BIOS and Data Issues

- Problems or failures caused by software installation, configuration, or improper setup.
- Problems or failures caused by computer viruses, corrupted data, or

improper system operation.

- Data loss, data recovery, or reinstallation of software, operating systems, or drivers are not covered under this warranty.

6. Abnormal Usage or Testing Conditions

- Products used as testing tools or fixtures that result in abnormal wear of connectors, slots, or contact pins (e.g., memory slots or I/O ports), or functional abnormalities due to such usage.
- Any other abnormal or improper use of the product that deviates from its intended design or purpose.

III. **RMA Procedure**

After reviewing and accepting the Warranty Terms and Conditions, and confirming your intent to initiate an RMA request, **please contact your regional reseller from whom the UltrArmor product was originally purchased.**

The reseller will coordinate with you directly and handle the RMA process in accordance with local procedures.

If you have any questions or require further assistance, you may also contact UltrArmor directly at service@ultrarmor.com, and our support team will be happy to assist you.

IV. **No Trouble Found (NTF)**

If the returned product is inspected and no trouble is found, UltrArmor reserves the right to return the original product. The customer will be responsible for all courier transportation costs, including both the return shipment and the reshipment of the product.

V. **Warranty Service Commitment**

During the warranty period, UltrArmor shall fulfill its warranty obligations by replacing the returned product with a functionally equivalent unit of the same model or specifications. All replaced parts and hardware shall become the property of UltrArmor. The operating system version of the replacement unit shall be provided based on the inventory available at the time of service

VI. **Final Disclaimer**

UltrArmor reserves the right to interpret, amend, or update this policy at any



time without prior notice. All warranty and service obligations are governed and limited by the terms specified in this document. Any conditions or commitments not expressly stated herein shall not constitute part of UltrArmor's warranty or service responsibilities. By submitting an RMA request or claiming warranty service, the End Customer acknowledges that they have read, understood, and agreed to the terms and conditions set forth in this policy.

UltrArmor appreciates your trust and understanding of our warranty policy. If you have any questions, please contact the UltrArmor Service Department at service@ultrarmor.com. We remain committed to providing dependable products and professional service, and we look forward to continuing to support our customers with reliability and care in every interaction.