

## Sedao Limited – Standard Warranty Terms for Hardware Players

In the unlikely event that your product needs Warranty service, please contact your dealer or Sedao Ltd technical support using the contact details supplied to you.

### Standard Warranty

Sedao Ltd warrants to the original purchaser that the player will be free from defects in materials and workmanship at the date of original purchase for a period of ONE YEAR from that date. If within the Warranty period the product is determined to be defective due to improper materials or workmanship, Sedao Ltd will, without charge for labour or parts, repair or (at Sedao Ltd's discretion) replace the product or its defective parts subject to the terms and limitations below. Sedao Ltd may replace defective products or parts with new or refurbished products or parts. All products and parts replaced become the property of Sedao Ltd.

### Terms

1. Warranty services will be provided only if the original invoice or other proof of purchase acceptable to Sedao Ltd (indicating the date of purchase, and product code) is presented with the defective product within the Warranty period. Sedao Ltd may refuse free-of-charge Warranty service if these documents are not presented or if they are incomplete or illegible. This Warranty will not apply if the product code or serial number on the product itself has been altered, deleted, removed or made illegible.
2. To avoid damage to or loss of accessories, you must remove these before submitting your product for Warranty service. Please only return the player, transformer and power lead.
3. This Warranty does not cover transport costs and risks associated with transport of your product to and from Sedao Ltd.
4. This Warranty does not cover:
  - a. Periodic maintenance and repair of parts due to wear and tear.
  - b. Consumables/cosmetic parts (components that are expected to require periodic replacement during the lifetime of a product such as LED's, fuses, etc.).
  - c. Damage or defects caused by use, operation or treatment of the product inconsistent with normal commercial use.
  - d. Damage or changes to the product as a result of :
    - misuse, including:
      - Treatment resulting in physical, cosmetic or surface damage.
      - Installation or use of the product other than for its normal purpose
      - Installation or use in environments for which the player was not intended. Such environments include but are not limited to, environments that expose the player to excessive dust, dirt, moisture or vibration, temperatures outside those acceptable in normal working environment (between 5 and 35 degrees centigrade), places susceptible to rapid temperature variations, environments with excessive electromagnetic interference.
      - Failure to maintain the product in accordance with industry standard practices.
      - Installation or use of the product in a manner inconsistent with the technical or safety laws or standards in the country where it is installed or used.

- Virus infections or use of the product with software not provided with the product or incorrectly installed software.
- Use of the product with accessories, peripheral equipment and other products of a type, condition and standard other than reasonably anticipated.
- Repair or attempted repair by persons who are not Sedao Ltd approved technicians.
- Adjustments or adaptations without Sedao Ltd's prior written consent, including: - upgrading the product beyond specifications or features described in the original sales material, or - modifications to the product to conform it to national or local technical or safety standards in countries other than those for which the product was specifically designed and manufactured.
- Neglect.
- Accidents, fire, liquids, chemicals, other substances, flooding, excessive heat or cold, improper ventilation, power surges, excess or incorrect supply or input voltage, radiation, electrostatic discharges including lighting, other external forces and impacts.

5. This Warranty covers only hardware components of the product. It does not cover software.

## Exclusions and limitations

Except as stated above, Sedao Ltd makes no Warranty (express, implied, statutory or otherwise) regarding the player quality, performance, accuracy, reliability, fitness for a particular purpose, or otherwise. If this exclusion is not permitted or fully permitted by applicable law, Sedao Ltd excludes or limits its Warranty only to the maximum extent permitted by applicable law. Any Warranty that cannot be fully excluded will be limited (as far as permitted by applicable law) to the duration of this Warranty. Sedao Ltd's only obligation under this Warranty is to repair or replace products subject to these Warranty terms and conditions. Sedao Ltd is not liable for any loss or damage relating to products, service, this Warranty or otherwise, including - economic or intangible losses - the price paid for the product - loss of profits, revenue, data, enjoyment or use of the product or any associated products - indirect, incidental or consequential loss or damage. This applies whether that loss or damage relates to: impaired or non-operation of the product or associated products through defects or unavailability while with Sedao Ltd, which caused downtime, loss of user time or business interruption; inaccuracy of output from the product or associated products; damage to or loss of software programs, or virus infections and other causes. This applies to loss and damages under any legal theory, including negligence and other torts, breach of contract, express or implied Warranty, and strict liability (even where Sedao Ltd has been advised of the possibility of such damages). Where applicable law prohibits or limits these liability exclusions, Sedao Ltd excludes or limits its liability only to the maximum extent permitted by applicable law. For example, some countries prohibit the exclusion or limitation of damages resulting from negligence, gross negligence, wilful misconduct, deceit and similar acts. Sedao Ltd's liability under this Warranty will in no case exceed the price paid for the product, but if applicable law permits only higher liability limitations, the higher limitations apply.