

Limited Warranty—Hardware (Outside US & Canada)

WARRANTY COVERAGE

Network Instruments warrants this hardware product against defects in materials and workmanship for a period of 1 year from the date of shipment of the product from Network Instruments. Warranty coverage is for depot service in Minneapolis, MN (Corporate Headquarters) or in London, England UK.

OBTAINING WARRANTY SERVICE

To obtain warranty service, you must first contact Network Instruments Technical Support Department to initiate a service request. If the issues cannot be resolved remotely, Network Instruments will issue a Return Merchandise Authorization (RMA) number. It is your responsibility to return the product to Network Instruments, at your expense, with the RMA clearly displayed on the exterior of the shipping package. Network Instruments will not accept shipment without an RMA clearly displayed. Network Instruments will return the repaired/replacement product at our expense.

Note: Data recovery is not included in the warranty service and Network Instruments is not responsible for data that may be lost or damaged during transit or repair. If possible, back up any captured data or reports you wish to save before RMA shipment.

PURCHASING ADDITIONAL WARRANTY COVERAGE

Additional Warranty Coverage may be purchased from Network Instruments to extend the period of time a hardware product will be covered under warranty. Additional warranty coverage must be purchased prior to existing warranty expiration. Should the existing warranty expire, additional warranty may be purchased only after the hardware unit is re-certified at a Network Instruments facility.

END OF WARRANTY

Network Instruments will make available warranty coverage for hardware, based on the conditions listed above, for a period of up to four (4) years from the date of purchase.

EXCLUSIONS AND LIMITATIONS

This warranty does not apply: (a) to damage caused by accident, abuse, misuse, misapplication, or any damage to or resulting from non-Network Instruments products; (b) to damage caused by service (including upgrades and expansions) performed by anyone other than a Network Instruments Authorized Service Provider; (c) to a product or a part that has been modified without the written permission of Network Instruments; or (d) if any serial number has been removed or defaced. 3-rd party software distributed as a component of a Network Instruments brand product (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the Network Instruments Software License Agreement for software warranty information.

Limited Warranty—Software (Outside US & Canada)

Network Instruments will replace defective media or documentation for a 60-day period after the shipment of the product from Network Instruments. Should Network Instruments, release a newer version of the software within 60 days of shipment of the product, Network Instruments will update the copy of the software upon request, provided request is made by the licensed user within the 60-day period of shipment of the new version. This update may consist of physical media or web-accessible file(s) both at the discretion of Network Instruments. User may be charged a shipping fee for updates.

Network Instruments shall not be liable for material, equipment, data, or time loss caused directly or indirectly by proper or improper use of the software. In cases of loss, destruction, or corruption of data, Network Instruments shall not be liable. Network Instruments does not take any other responsibility. Network Instruments does not warrant that the product will meet your requirements or that the operation of the product will be uninterrupted or that the product will be error-free.

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