

RUGGED NOTEBOOKS

Rugged Notebooks Inc. (RNB) Two Year No Fault Warranty

This No-Fault Warranty covers repair or replacement to components of a RNB notebook that are accidentally damaged. It does not cover intentional damage, fire, loss or theft. Cosmetic damage such as case wear, cracks or scratches are not covered. The warranty does not cover software or the Operating System installed on the system including viruses, or any accessories or peripheral products. The warranty does not cover the battery. Only the original LCD display is warranted under this program and is eligible for a one-time replacement only, and is covered only for damage due to accident. The warranty only covers damage that affects the functionality of the unit.

During the repair process it may be required to reformat or replace the system's hard drive or refresh the operating system on the hard drive to the original factory setting. During the repair process, all data on the hard drive may be lost. Under no circumstances will lost data be covered under this or any warranty under which the system is covered. The user is solely responsible for the data on the hard drive. It is recommended that the user regularly perform all backup functions to protect their data.

This warranty only covers damage to components that have occurred accidentally and only covers such damage during the term of the warranty. Damaged components will be either repaired or replaced at the manufactures discretion. The damaged unit must be shipped to the Rugged Notebooks Repair Center under a valid RMA number issued by the Repair Center. Should you need to contact the Repair Center please call Rugged Notebooks Technical Support at 1-866-278-4433 or fill out an RMA form on the web at <http://www.ruggednotebooks.com/support> to obtain an RMA number for the return. A valid proof of purchase indicating No-Fault Warranty coverage must accompany the request for RMA. Goods returned without a valid RMA number will be refused and returned to sender. Shipping method and payment of shipping charges for units sent for repair will be based on extended warranty program purchased for the unit. The Repair Center will make every effort to turnaround the repair of your notebook in a timely manner. However, some repairs may require additional time to complete based on the nature of the repair or parts availability. All repairs will be completed within a time deemed reasonable by the Repair Center.

This warranty is valid only in the United States. This warranty only covers the original parts and components originally supplied by the manufacturer. Any upgrades or modifications to the original product are not covered by this warranty. This warranty applies only to the original purchaser and is non-transferable. RNB expressly disclaims all warranties of any kind (other than the expressed warranty stated herein) whether expressed or implied, including, without limitation, any implied warranty or merchantability or fitness for a particular purpose. Under no circumstances shall RNB be liable for any loss, direct or indirect, incidental, special, or consequential damage arising out of or in connection with the use of the system.

Warranty Service Information

If you need technical assistance with your notebook computer, or if you need to send your system in for service, please call Rugged Notebooks Technical Support at 1-866-278-4433 x109, use the online **Service Request form** option located on the **Support** page or use the **Live Technical Support** option via Yahoo® Instant Messenger during the listed hours of operation. You must be given a Return Merchandise Authorization (RMA) Number prior to shipping any equipment. Products received without an RMA number will not be accepted.

IMPORTANT! Always retain the original packaging for your system. You will need it to safely ship your system to Rugged Notebooks for service or repair. **Prior to shipping any notebook back, Please ensure you backup any critical data, in the event the technician needs to either reformat or reimage the hard drive. We WILL REFORMAT your hard drive as necessary to repair the notebook. It is the user's responsibility to back-up any data (either application or files) from the hard drive before shipping. Rugged Notebooks will not be held responsible for any loss of data during the troubleshooting process.**

If you experience a problem, Rugged Notebooks Technical Support will try to help you through the problem. If the problem can not be resolved via the phone, instant messaging or email, a RMA number will be issued and the Service Process will begin. If you have purchased Upgraded Warranty service please mention it during the initial diagnosis phase so that proper attention is paid to your case. Your RMA number is very important. Write it down and be sure to keep it handy, even after your system has been sent to Rugged Notebooks. Your RMA number is used to track your equipment. Should you need to call Rugged Notebooks to check on your system, you will be asked for the RMA number. Out of Warranty Repair items will be charged a \$100.00 diagnostic fee in the event the customer decides not to proceed with the quoted repairs. Customers are responsible for payment of parts, labor and return shipping and handling charges.

Packing and shipping instructions:

Use Rugged Notebooks original packaging or equivalent, to protect goods from physical damage, and put the RMA number on the out side of the box. You should also enclose a note that includes your return address, day time telephone number (fax number if applicable), a detailed description of the problem, **Any user name and passwords needed to logon to your notebook with administrator privileges** (used for testing purposes only) and a copy of your dated sales receipt, if available. Please only ship the items requested by the technician, as Rugged Notebooks will not be responsible for items not pertinent to the trouble shooting process. Upon receipt of your RMA, a detailed inventory of all items and any pre-existing damage will be kept with the RMA paperwork. If Rugged Notebooks determines that a product arrived in insecure or unreliable packaging, Rugged Notebooks will charge \$15.00 for standard packaging to return ship.

Send your System to:

Rugged Notebooks Inc.
Attn: RMA# _____
1574 North Batavia Street, Suite 2
Orange, CA 92867

Your system will then be rushed to Rugged Notebooks, repaired (at Rugged Notebooks discretion) and then returned to you as quickly as possible. Standard Domestic return shipping is via United Parcel Service (UPS) Ground Service. *International both way shipment costs, Freight charges and Duties/Tariffs are the responsibility of the Original Customer/Purchaser and will be invoiced accordingly whether in or out of the warranty period.* All others can, at their discretion, pre-pay for quicker return shipping utilizing UPS, Federal Express (FedEx), DHL or the United States Postal Service (USPS).

Please Note: Out of Warranty RMA service repair is 3 months & includes parts and service for this repair only.

If during the course of the RMA process, no trouble is found, a standard diagnostic charge will be assessed at rate of \$55.00/Hr not to exceed \$150.00, which doesn't include return shipping cost (Domestic Service). International service is at \$55.00/Hr which doesn't include return shipping cost which will be calculated on a case-by-case basis, based on location and availability.

Thank you,
Rugged Notebooks, Inc
Support Team (714) 998-1828 Service@RuggedNotebooks.com