



OPINICUS WARRANTY CLAIM SERVICE

OPINICUS warrants that the hardware and software delivered by OPINICUS shall be free from defects in material and workmanship for a defined period of time as determined by the Purchase Agreement.

OPINICUS uses a Defect Tracking System for tracking individual warranty claims. A separate account is created for each customer. At the customer's request, OPINICUS will provide internet access to our Defect Tracking System to track the status and collaborate on their warranty claims.

In the event of a warranty service, the customer may navigate to the OPINICUS website (www.opinicus.com) and download the Warranty Claim form. In addition, this form can be obtained by calling or emailing the customer's direct contact.

Once the form is completed, it is then sent via email or fax to OPINICUS Customer Service by following the information as indicated on the form. Upon receipt, OPINICUS will confirm that the item is under warranty and enter the claim into our Defect Tracking System. If the claim is under warranty, the customer is provided the Defect Tracking System's claim number. If the item is not under warranty, the customer is offered alternative solutions.

Hardware Warranty: At the discretion of OPINICUS, the defective part will be promptly repaired or replaced with the same or the same form fit and function part free from defect. OPINICUS will coordinate shipping and will pay shipping fees to OPINICUS from the customer facility and back again to the customer facility. It is the responsibility of the customer to properly package the defective part for shipping purposes.

Software Warranty: OPINICUS shall provide to the customer the necessary software corrections (software coding) for implementation and checkout.

The OPINICUS warranty claim service will use reasonable efforts to ensure the shortest possible turn around time for parts submitted for repair or replacement and shall also promptly notify the customer of the estimated shipping date.

OPINICUS shall supply a written report of the repair accomplished by OPINICUS, or any of OPINICUS' vendors, for each part submitted for repair under this warranty.

The period of this warranty in respect to the replaced or repaired part shall be the remaining warranty period, or ninety (90) days from the date of receipt by BUYER, whichever is longer.

OPINICUS makes no warranties for consumable items such as paper, toner, fuses, filters, bulbs, visual tubes, etc.