



Limited Warranty Agreement

Product	Google Meet Series One Desk 27	
Warranty Length & Type	1 Year Limited	
Upgrade Options	Warranty extension available (+2)	
Software Support	90 Days	
Service Email	service@avocor.com	
Service Phone Number	+1.855.268.7999 (Americas, APJ, Oceania)	+44 0333 300 3457 (UK&I, EMEA)

Avocor is pleased to extend the following limited warranty to the original end-user purchaser of our products. This Agreement ("Agreement") is between the original end-user purchaser ("You") and Avocor Technologies, LLC ("Avocor"). This limited warranty is valid wherever Avocor products are sold, but limitations on warranty coverage, duration, and services may sometimes vary based on the laws of specific regions, states, and countries. This limited warranty gives you specific legal rights, and you may have other rights which vary from jurisdiction to jurisdiction. This limited warranty extends only to You, the original purchaser, and is not transferable to anyone who subsequently purchases, leases, or otherwise obtains the Product from You. This limited warranty does not cover software or non-Avocor branded products.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED. AVOCOR DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE.

The terms of this Limited Warranty (the "Limited Warranty Period") are identified in the reference table included with this Agreement ("Warranty Reference Table") and shall apply only to the Product(s) indicated therein. The Limited Warranty Period commences on the date of purchase by You. Your original purchase invoice (sales receipt) showing the date of purchase of the Product is your proof of the date of purchase.

1. **Product Limited Warranty.** Avocor warrants that its Product will be free from defects in materials and workmanship for the Limited Warranty Period. During the Limited Warranty Period, Avocor will, at its discretion (i) provide replacement parts necessary to repair the Product; (ii) repair the Product or replace it with a comparable product; or (iii) refund the amount You paid for the Product, LESS DEPRECIATION, upon its return. Replacement parts and Products will be new or serviceably used, comparable in function and performance to the original part or Product, and warranted for 90 days after they are shipped to you or for the remainder of the original warranty period, whichever is longer.
2. **Services.** You must provide a proof of purchase before receiving the following services.
 - a. **Hardware Technical Support.** During the Limited Warranty Period, Avocor will provide Product technical support. The scope of technical support consists of helping You resolve problems with defects in Products covered by this Agreement and reinstalling the factory-installed operating system and software to restore it to the original factory configuration. Avocor may provide technical support via on-line, telephone, or other methods. As part of this Agreement, You agree to cooperate with Avocor: (A) to notify Avocor promptly of any defect, error or Product malfunction and to submit to Avocor such information that Avocor may reasonably require to reproduce the error or Hardware Product malfunction and the operating conditions under which the error or Product malfunction was discovered; (B) to follow Avocor's guidelines to troubleshoot reported faults on the defective product(s); (C) to install, if requested by Avocor and within Customer security guidelines, a network connection that will be made available to Avocor for the purpose of resolving problems, reviewing Customer use of software, or for any other reasonable purpose; (D) to have a certified technician repair or replace defective parts under Avocor's guidance; (E) to notify Avocor of any additional hardware or software not purchased from Avocor that may be used in conjunction with the Hardware Product. Avocor will attempt to troubleshoot and resolve issues prior to conducting other service actions, at its sole discretion.
 - b. **Mail-in Service.** Avocor may determine, at its discretion, to have the defective part or product mailed to an authorized repair facility to verify reported defects and then either repair the Product or send a replacement Product to You if repairs are not possible. Mail-in service does not include de-installation or re-installation of the Product.
 - c. **Advanced Exchange.** Avocor may determine, at its discretion, to perform an advanced exchange service by providing new or graded replacement product to the customer prior to retrieving defective product. Avocor is responsible for cost of freight for both the replacement to the specified customer site and the return of the defective unit to the Avocor service center. Installation and packing will be the responsibility of the end customer. Advanced exchange service is currently only available in the USA, UK, and EU - for all other regions, Avocor offers Return-to-Base (RTB) service.
 - d. **On-site Services.** Avocor may determine, at its discretion, to perform on-site warranty services where available in the US, UK&I, and EU during the Limited Warranty Period. On-site service is not available in some geographical areas. In cases where on-site service is unavailable, Avocor offers mail-in service. On-site service does not include de-installation or re-installation of the Product.

- e **Software Support for Operating System Software.** Avocor is not the manufacturer of the software or operating system and does not guarantee that software or operating systems will be free from errors, either in isolation or in combination with hardware. For your Product, Avocor will assist the original purchaser with (i) installation of any operating system software purchased from Avocor; (ii) configuration of the operating system software; (iii) setup of the operating system software; and (iv) troubleshooting issues associated with the operating system software.

Notes on Customer Data: If your product is capable of storing software programs, data, and other information, it is your responsibility to protect its contents against operational failure. It is also your responsibility to keep a separate backup of the contents and remove all personal information and disable security passwords prior to delivering a product for warranty service. **ANY PERSONAL CONTENT WILL BE DELETED AND STORAGE MEDIA WILL BE REFORMATTED IN THE COURSE OF WARRANTY SERVICE.**

3. **Limitations and Exclusions.**

THIS LIMITED WARRANTY DOES NOT COVER AND AVOCOR IS NOT RESPONSIBLE FOR THE FOLLOWING:

- ACTS OF GOD INCLUDING BUT NOT LIMITED TO DAMAGE FROM FLOODING, EARTHQUAKES, LIGHTNING, FIRE.
 - DELIVERY OR INSTALLATION OR LABOR CHARGES FOR INSTALLATION OR SETUP OF THE PRODUCT; ADJUSTMENT OF CUSTOMER CONTROLS ON THE PRODUCT, AND INSTALLATION OR REPAIR OF ANTENNAE OR NETWORK SYSTEMS EXTERNAL OF THE PRODUCT.
 - DAMAGES CAUSED BY MISUSE, ABUSE, ACCIDENTS, FIRE, THEFT, DISAPPEARANCE, MISPLACEMENT, FLUCTUATIONS AND POWER SURGES, CONNECTIONS TO IMPROPER VOLTAGE OR INCORRECT ELECTRICAL LINE VOLTAGE, VIRUSES, MALWARE, AND RECKLESS, WILLFUL, OR INTENTIONAL CONDUCT.
 - DAMAGES CAUSED BY SERVICING NOT AUTHORIZED BY AVOCOR.
 - DAMAGES CAUSED BY USAGE THAT IS NOT IN ACCORDANCE WITH PRODUCT INSTRUCTIONS OR USER MANUALS, INCLUDING FAILURE TO PERFORM CLEANING OR PREVENTATIVE MAINTENANCE OR INSTALLATION GUIDELINES DOCUMENTED THEREIN.
 - DAMAGE CAUSED BY A PRODUCT OR PART THAT HAS BEEN MODIFIED TO ALTER FUNCTIONALITY OR CAPABILITY WITHOUT THE WRITTEN PERMISSION OF AVOCOR.
 - DAMAGES CAUSED BY THE COMBINATION OF AVOCOR BRANDED PRODUCTS WITH OTHER NON-AVOCOR BRANDED PRODUCTS, ACCESSORIES, PARTS OR COMPONENTS (INCLUDING SIMS CARDS OR MEMORY CARDS) OR USE OF PRODUCTS, EQUIPMENT, SYSTEMS, UTILITIES, SERVICES, PARTS, SUPPLIES, ACCESSORIES, APPLICATIONS, INSTALLATIONS, REPAIRS, EXTERNAL WIRING OR CONNECTORS NOT SUPPLIED OR AUTHORIZED BY AVOCOR WHICH DAMAGE THIS PRODUCT OR RESULT IN SERVICE PROBLEMS.
 - SIGNAL ISSUES, RECEPTION PROBLEMS, AND DISTORTION RELATED TO NOISE, ECHO, INTERFERENCE, OR OTHER SIGNAL TRANSMISSION AND DELIVERY PROBLEMS.
 - RESULTS OF NORMAL USAGE, SUCH AS GRADUAL IMAGE DEGRADATION, UNEVEN SCREEN AGING, BURNED-IN IMAGES AND PIXEL FAILURE WITHIN DESIGNED SPECIFICATIONS OR THAT DO NOT MATERIALLY ALTER THE PRODUCT'S FUNCTIONALITY.
 - SOFTWARE, INCLUDING THE OPERATING SYSTEM AND SOFTWARE ADDED TO YOUR PRODUCT THROUGH OUR FACTORY-INTEGRATION SYSTEM, THIRD-PARTY SOFTWARE, OR THE RELOADING OF SOFTWARE.
 - ANY EQUIPMENT OR COMPONENTS THAT WERE NOT INCLUDED IN YOUR PRODUCT AS ORIGINALLY SOLD TO YOU.
 - LOSS OF DATA.
 - NORMAL WEAR AND TEAR.
 - MINOR IMPERFECTIONS THAT MEET DESIGN SPECIFICATIONS.
 - COSMETIC DAMAGE OR EXTERIOR FINISH THAT DOES NOT AFFECT FUNCTIONALITY INCLUDING BUT NOT LIMITED TO SCRATCHED OR CRACKED DISPLAYS.
 - PRODUCTS WHERE THE AVOCOR SERIAL NUMBER IS MISSING, ALTERED, OR DEFACED.
 - EXTERNAL SPEAKERS, KEYBOARDS, AND MICE.
 - WIRELESS DATA SERVICES PROVIDED BY THIRD PARTIES.
 - DAMAGED CAUSED AS A RESULT OF IMPROPER TRANSPORTATION OR PACKING/PACKAGING WHEN RETURNING THE PRODUCT TO AVOCOR OR AN AVOCOR AUTHORIZED SERVICE PROVIDER.
 - A PRODUCT THAT REQUIRES MODIFICATION OR ADAPTATION TO ENABLE IT TO OPERATE IN ANY COUNTRY OTHER THAN THE COUNTRY FOR WHICH IT WAS DESIGNED, MANUFACTURED, APPROVED, AND/OR AUTHORIZED, OR REPAIR OF PRODUCTS DAMAGED BY THESE MODIFICATIONS.
4. **AVOCOR SHALL NOT BE LIABLE, OR IN ANY WAY RESPONSIBLE, FOR ANY INCIDENTAL OR CONSEQUENTIAL ECONOMIC OR PROPERTY DAMAGE.**
5. **SOME REGIONS DO NOT ALLOW LIMITS ON WARRANTIES OR ON REMEDIES FOR BREACH IN CERTAIN TRANSACTIONS; IN SUCH REGIONS, THE LIMITS HEREIN MAY NOT APPLY.**