

## WARRANTY EXTENSION DOCUMENT

Date: 07/09/2021

With this document, we hereby certify that the below mentioned material is under a warranty extension according to the dates specified detailed after each material.

Material code, serial number, ending date of the extended warranty (2026):

HCC70ZCTB10008

### Warranty period for the Services.

- 1.1 The Term of the warranty period for IFPD (collectively referred to as "Interactive Front Panel Display") shall be 36 months; consumable items (pens, cables, plastic cover, and stands) are not under warranty. The term and warranty period commence from the day when the Product is shipped from the site of Newline Technology to the Distributor.
- 1.2 Newline warrants that the Products shall be free from defects in materials and workmanship during the entire Warranty Period.
- 1.3 During the Warranty Period for any Product, Newline shall have the option: (i) provide the distributor, replacement of spare parts necessary to repair the Products, (ii) repair the Product or (iii) Offer replacement of the products with equivalent or comparable features and functions.
- 1.4 This limited warranty applies only to the original purchaser and, is not transferable. This limited warranty does not apply to any products or parts that have been damaged as a result of lack of supervision of use, accident, misuse, abuse (including, incorrect voltages, power surges, fires, improper environment, and failure to follow operating instructions provided by Newline.)

### 2. Guarantee.

- 2.1 Newline hereby guarantees to provide all necessary parts and Products for replacement within the Warranty Period for at least 36 months from the date of the product shipped from the site of Newline to the Distributor.
- 2.2 Should any Product or parts become discontinued or cease in production or have been replaced by other newly developed models, Newline shall inform the Distributor the details



**Newline Interactive Europe SL**  
C/ Ronda de Poniente 2, 1º E 28760  
Tres Cantos (Madrid) SPAIN  
CIF: B87537585

of such replacing models, including their prices and specifications, by giving 3 months' prior written notice.

**3. RMA (Return Merchandise Authorization) policy.**

- 3.1 Definition. Numbered authorization provided by Newline to permit the return of a product in the case of product failure during the period of Warranty.
- 3.2 Onsite service. In the event of device failure, customer will contact Newline's Technical support, by email Newline will send onsite service to process the reparation in the place where the product is placed. The reparation will be done on site and it will take place within 5 working days after the RMA process acceptance. If the product cannot be repaired, Newline will proceed with swap service.
- 3.3 When reparation cannot be done on site, Newline will proceed with swap service by replacing the damaged unit within 15 days after RMA acceptance. Freight expenses. Customer will pay inbound shipping cost (return) and Newline will pay outbound shipping cost for the replacement. Customer will return damaged unit to Newline within 15 days after replacement.

**4. DOA (Dead on Arrival) policy.**

- 4.1 Definition Numbered authorization provided by Newline to permit the return of a product in the case of the product failure within 45 days after receiving physically product.
- 4.2 Procedure. In the event of device failure within the first 45 days after receiving one of our products, customer will contact Newline's Technical support, by email to [support\\_eu@newline-interactive.com](mailto:support_eu@newline-interactive.com). Customer will fill in DOA form explaining the reason for the product return. Newline's Technical support shall help to determine whether the product is indeed defective and issue a DOA number. Customer will include this number in the box when defective product is returned to Newline. Newline will replace a unit of same model to the customer within 15 days.
- 4.3 Newline technical support will always offer onsite service to Customer and customer is entitled to decide to choose onsite service or swap for DOA cases. In case customer decide to accept onsite service, Section 3.2 of this document will be applied.
- 4.4 Freight expenses. Newline will shoulder both inbound (return) and outbound (replacement) shipping cost.

**5. Cost and Payment.**

- 5.1 Within the warranty period, Newline shall be responsible for the logistics cost of sending product spare parts to Distributor.
- 5.2 Newline reserves the right to require the distributor to return the defected products for analysis. When Newline requires the Distributor to return the defected products, Distributor shall be responsible for the logistic cost in sending the defected products to Newline for repair or analysis for the products under warranty.
- 5.3 Distributor shall be responsible for all logistic cost if Distributor requires a Product, which is out of Warranty, to be repaired by Newline.
- 5.4 For Out of Warranty repairing, the Distributor shall settle all the quotations / cost with Newline in advance. The repairing cost quotation should be duly accepted and signed by an authorized person of the Distributor within 45 days from the warranty expiry date.



**Newline Interactive Europe SL**  
C/ Ronda de Poniente 2, 1º E 28760  
Tres Cantos (Madrid) SPAIN  
CIF: B87537585

**6. General Terms and Conditions.**

- 6.1 This Warranty Declaration shall be construed in accordance with the laws of Madrid, Spain.
- 6.2 Any amendment to any terms and conditions of this Warranty Declaration shall only be effective if it is agreed in written and signed by authorized representatives of Newline.
- 6.3 Newline will not change, modify, or revise this Warranty Declaration without 3 months prior written notice to the Distributor.
- 6.4 This agreement shall come into effect on Effective Date and will terminate upon mutual agreement of the parties.
- 6.5 Newline shall be jointly and severally liable in performing the obligations under this Agreement.

Newline.

By: \_\_\_\_\_

Name: George Chen

Title: General Manager

Date: 26/08/2021