

# Sunhillo Hardware Maintenance Agreement

- Sunhillo Corporation (SUNHILLO) will provide the customer with hardware repair service for the term of this agreement.
- SUNHILLO will repair, or replace with new or refurbished product at SUNHILLO's discretion, hardware products which exhibit any defect attributed to defects in materials or workmanship on the part of SUNHILLO.
- In no event shall SUNHILLO be liable for defects or damage to products resulting from improper handling, misuse, neglect, improper installation or operation, unauthorized repair, or any other cause not attributable to defects in materials or workmanship on the part of SUNHILLO. Improper handling includes, but is not limited to, damage resulting from Electrostatic Discharge. Product must be properly handled and shipped for static sensitivity. Improper operation includes, but is not limited to, power surge issues.
- Written notice of defective products must be received by SUNHILLO within the term of this agreement and the defective products must be returned, freight prepaid, to SUNHILLO's facility no later than thirty (30) days after this agreement expires.
- All product maintenance claims and support services must be initiated by contacting SUNHILLO's Helpdesk. Details of how to contact SUNHILLO's Helpdesk may be found on the SUNHILLO website at [www.sunhillo.com/support](http://www.sunhillo.com/support).
- When contacting SUNHILLO's Helpdesk, the following information is required in order to verify maintenance coverage and to effectively diagnose the issue:
  - The Hardware Maintenance number listed at the top of this document (e.g. HM12345-1)
  - Serial Number of Product and/or Sunhillo Packing Slip Number
  - Description of Problem w/supporting information such as Error Logs, Configuration Files
- SUNHILLO's Helpdesk provides customer support that includes but is not limited to hardware repair and replacement, product troubleshooting for hardware and software configurations, and user operations. Support beyond the scope of the Helpdesk or during off hours can be purchased separately.
- All returns require a valid Return Material Authorization (RMA) number that can be obtained from the Helpdesk. SUNHILLO Support Engineers will provide an RMA number that authorizes a product return. Sunhillo reserves the right to reject any return shipped without a valid RMA number.

- The cost of shipping product to SUNHILLO is borne by the customer. The RMA number should be prominently displayed on the shipping carton and, for International shipments, the shipping paperwork should clearly identify the product as goods of US origin. The return shipping of product to the customer is at SUNHILLO's expense, using SUNHILLO's preferred shipper, unless an agreement is made in advance to use a different method. Return shipment excludes any and all import duties and taxes.
- Average time for a defective product to be repaired/replaced is thirty (30) working days from receipt to return shipment.
- Repairs or replacement product are warranted for a period of ninety (90) days or to the end of any existing warranty or hardware maintenance term, whichever is the greater.
- This agreement does not include any on-site repair or maintenance services.
- SUNHILLO reserves the right to increase its annual maintenance fee at time of renewal.
- SUNHILLO reserves the right to decline renewal of this Hardware Maintenance should SUNHILLO declare End of Support for the product.

To purchase an extension of this Hardware Maintenance, please contact your SUNHILLO sales representative for the proper cost and include this in your purchase order. SUNHILLO will provide you a copy of this agreement which will be valid for each product identified in the agreement.

Renewal notification will be made to the address given on the purchase order for this Maintenance unless otherwise indicated.

This Agreement will be governed by and construed in accordance with the laws of the State of New Jersey, USA.

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