

- For Technical Assistance Visit [www.everex.com](http://www.everex.com) or Email [techsupport@everex.com](mailto:techsupport@everex.com)
- To Speak with a Technical Support Representative contact the Everex 24-Hour Support Line at 866-850-8835 (toll-free)
- For detailed warranty information refer to the supplied Everex Warranty Agreement



**Everex Warranty Agreement**  
Covers StepNote Series Notebooks

# EVEREX LIMITED WARRANTY AGREEMENT

This Agreement applies to EVEREX branded products and services purchased by you from EVEREX SYSTEM, Inc. or any of its subsidiaries or affiliates ("EVEREX") or EVEREX authorized reseller ("Reseller"), unless you enter into a separate written agreement with EVEREX. **THIS AGREEMENT APPLIES TO YOU UNLESS YOU NOTIFY EVEREX IN WRITING THAT YOU DO NOT AGREE TO THIS AGREEMENT WITHIN 15 DAYS AFTER YOU RECEIVE THIS AGREEMENT AND YOU RETURN YOUR PRODUCT OR CANCEL SERVICES UNDER EITHER EVEREX'S OR THE RESELLER'S REFUND POLICY, AS APPLICABLE. THIS AGREEMENT CONTAINS A DISPUTE RESOLUTION CLAUSE. PLEASE SEE SECTION 5 BELOW.**

**1. PC Technical Support.** EVEREX will provide technical support for PC products for one (1) year from the date of purchase by the original end user. Please note that when contacting EVEREX via telephone, long distance and others, charges may apply, depending upon your calling area. The scope of technical support consists of helping you reinstall the factory-installed operating system and software and restore it to the original factory configuration. In addition, for thirty (30) days from the date of purchase by the original end user EVEREX will assist you with (i) installation of any network operating system ("NOS") purchased from EVEREX; (ii) configuration of the NOS software so that it works with the networked EVEREX computers you purchased; (iii) setup of the NOS software so that it is fully integrated with other products you purchased from EVEREX; and (iv) troubleshooting issues associated with the NOS software and assistance with NOS error messages. EVEREX provides technical support via on-line, telephone and other methods. EVEREX may change the means through which it provides technical support at any time. **EVEREX does not guarantee that software will be free from errors, either in isolation or in combination with hardware.**

**2. Product Limited Warranty.** EVEREX warrants that its products will be free from defects in materials and workmanship for one year from the date of purchase by the original end user. While applying under this Limited Warranty, you must provide the original Purchase Receipt of the claimed unit in order to validate warranty. During the warranty period, EVEREX will, at its option: (1) provide replacement parts necessary to repair the product (2) repair the product or replace it with a comparable product, or (3) refund the amount you paid for the product, LESS DEPRECIATION, upon its return. You must assist EVEREX in diagnosing issues with your product and follow the EVEREX warranty process. You must obtain warranty service from EVEREX. EVEREX will not reimburse you for service performed by others. You may be required to deliver your product to and from an authorized service facility at your expense. Replacement parts and products will be new or serviceably used, comparable in function and performance to the original part, and warranted for the remainder of the original warranty period. If EVEREX asks you to return defective parts or products, you must do so within 7 days after you receive the replacement parts or products. EVEREX will charge you for replacement parts or products if you fail to do so. If you live outside the United States, the details of your warranty service may vary as described below.

**THIS LIMITED WARRANTY DOES NOT COVER MISUSE OR MINOR IMPERFECTIONS WITHIN DESIGN SPECIFICATIONS OR MATERIALLY ALTER FUNCTIONALITY. EVEREX DOES NOT WARRANT AND IS NOT RESPONSIBLE FOR DAMAGES CAUSED BY ACTS OF GOD, MISUSE, ABUSE, NEGLIGENCE, ACCIDENTS, VIRUSES, UNAUTHORIZED SERVICE OR PARTS, WEAR AND TEAR, UNREASONABLE USE, THE COMBINATION OF EVEREX BRANDED WITH OTHER PRODUCTS OR BY OTHER CAUSES UNRELATED TO DEFECTIVE MATERIALS OR WORKMANSHIP. THIS WARRANTY SHALL NOT APPLY TO PRODUCTS THAT HAS HAD THE SERIAL NUMBER ALTERED, DEFACED OR REMOVED; OR THAT HAS HAD THE WARRANTY SEAL ON THE PRODUCT REMOVED, BROKEN OR OTHERWISE MISSING. IN SUCH CIRCUMSTANCES, THE PRODUCTS SHALL BE DEEMED AS OUT OF WARRANTY, AND THE ONLY REMEDY AVAILABLE HERE OF SHALL BE LIMITED TO REPAIR AT USER'S COST. FURTHER, THIS LIMITED WARRANTY DOES NOT APPLY TO ANY SOFTWARE OR NON-EVEREX BRANDED PRODUCTS, EVEN IF PACKAGED OR SOLD WITH EVEREX PRODUCT. ANY SEPARATE WARRANTY APPLICABLE TO SOFTWARE OR NON-EVEREX BRANDED PRODUCTS MAY BE PROVIDED BY THE ORIGINAL MANUFACTURER.**

**3. Services and Service Limited Warranty.** The terms of services provided to you by EVEREX consist of this Agreement and the additional terms stated in separate services descriptions provided by EVEREX. You should back

up all files before services are performed and remove any data from parts or products returned to EVEREX. **EVEREX IS NOT RESPONSIBLE FOR ANY LOSS OF YOUR DATA.**

**4. Disclaimer of Warranties; Limitation of Liability.** EXCEPT FOR THE WARRANTIES EXPRESSED IN THIS AGREEMENT, EVEREX DISCLAIMS ALL OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE WARRANTIES IMPLIED BY AND INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION UNDER APPLICABLE LAW. THE TERM OF ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE LIMITED TO THE TERM OF THIS AGREEMENT. EVEREX'S AND YOUR MAXIMUM LIABILITY TO THE OTHER IS LIMITED TO THE PURCHASE PRICE YOU PAID FOR PRODUCTS OR SERVICES PLUS INTEREST AS ALLOWED BY LAW. NEITHER YOU NOR EVEREX IS LIABLE TO THE OTHER IF YOU OR IT ARE UNABLE TO PERFORM DUE TO EVENTS YOU OR IT ARE NOT ABLE TO CONTROL, SUCH AS ACTS OF GOD, OR FOR PROPERTY DAMAGE, PERSONAL INJURY, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWEVER CAUSED, WHETHER FOR BREACH OF WARRANTY, CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, OTHER THAN THOSE DAMAGES THAT ARE INCAPABLE OF LIMITATION, EXCLUSION OR RESTRICTION UNDER APPLICABLE LAW. THIS AGREEMENT GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

**5. Dispute Resolution.** You and EVEREX agree that any Dispute between You and EVEREX will be resolved exclusively and finally by arbitration administered by the National Arbitration Forum (NAF) and conducted under its rules, except as otherwise provided below. You and EVEREX will agree on another arbitration forum if NAF ceases operations. The arbitration will be conducted before a single arbitrator, and will be limited solely to the Dispute between You and EVEREX. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall be held at any reasonable location near your residence by submission of documents, by telephone, online or in person whichever method of presentation You choose. If You prevail in the arbitration of any Dispute with EVEREX, EVEREX will reimburse You for any fees you paid to NAF in connection with the arbitration. Any decision rendered in such arbitration proceedings will be final and binding on the parties, and judgment may be entered thereon in any court of competent jurisdiction. Should either party bring a Dispute in a forum other than NAF, the arbitrator may award the other party its reasonable costs and expenses, including attorneys' fees, incurred in staying or dismissing such other proceedings or in otherwise enforcing compliance with this dispute resolution provision.

**You understand that, in the absence of this provision, You would have had a right to litigate disputes through a court, including the right to litigate claims on a class-wide or class-action basis, and that You have expressly and knowingly waived those rights and agreed to resolve any Disputes through binding arbitration in accordance with the provisions of this paragraph.** This arbitration provision shall be governed by the Federal Arbitration Act, 9 U.S.C. Section 1, *et seq.* For the purposes of this provision, the term "Dispute" means any dispute, controversy, or claim arising out of or relating to (i) this Agreement, its interpretation, or the breach, termination, applicability or validity thereof, (ii) the related order for, purchase, delivery, receipt or use of any product or service from EVEREX, or (iii) any other dispute arising out of or relating to the relationship between You and EVEREX; the term "EVEREX" means EVEREX, Inc, its parents, subsidiaries, affiliates, directors, officers, employees, beneficiaries, agents, assigns, component suppliers (both hardware and software), and/or any third party who provides products or services purchased from or distributed by EVEREX; and the term "You" means you, or those in privity with you, such as family members or beneficiaries. Information may be obtained from the NAF on line at [www.arb-forum.com](http://www.arb-forum.com), by calling 800-474-2371 or writing to P.O. Box 50191, Minneapolis, MN, 55405.

**6. General.** You may not assign this Agreement without EVEREX's written consent. EVEREX may assign this Agreement and/or any associated service plan without your consent and without notice to you. If EVEREX does

assign this Agreement and/or any associated service plan, the assignee will assume all obligations to you, EVEREX will be released of all obligations, and you agree to look solely to the assignee for the performance of all obligations under this Agreement and/or any associated service plan. EVEREX, Inc. and its subsidiaries and affiliates are intended beneficiaries of this Agreement. If there is any inconsistency between this Agreement and any other agreement included with or relating to products or services purchased from EVEREX, this Agreement shall govern. This Agreement may not be modified, altered or amended without the written agreement of EVEREX. Any additional or altered terms shall be null and void, unless expressly agreed to in writing by EVEREX. If any term of this Agreement is illegal or unenforceable, the legality and enforceability of the remaining provisions shall not be affected or impaired. This Agreement shall be interpreted under the laws of the State of South Dakota, without giving effect to conflicts of law rules.

**Privacy Notice:** EVEREX respects our customers' right to privacy and will take all appropriate steps to keep your personal information confidential. You can review EVEREX's Privacy Policy on our web site. The Privacy Policy also explains how you can update your information and elect not to receive email marketing solicitations from EVEREX. In addition, EVEREX obtains customer information from other companies that provide products and services to our customers. By purchasing, registering for or using other companies' products and services that are distributed by EVEREX, you agree that these companies may transfer your customer information to EVEREX. EVEREX will maintain and use your customer information in accordance with its Privacy Policy.

**For Residents of California:** A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

**For Residents of Canada:** This Agreement is subject to the applicable provisions of Canadian consumer protection laws that cannot be derogated from by private agreement. You confirm your request that this Agreement and all documents related directly or indirectly thereto be drafted in the English language. Vous reconnaissez avoir requis que la présente convention ainsi que tous les documents qui s'y rattachent directement ou indirectement soient rédigés en langue anglaise.

**For All International Customers:** You must comply with all applicable export laws and regulations if you export the product from the United States. EVEREX does not accept for return any products purchased from a reseller. The standard warranty stated above also applies to EVEREX products shipped to a country outside the United States, *provided that* customers outside the United States may be responsible for paying all freight charges incurred in shipping, importing/exporting and receiving replacement products and parts and for arranging and paying for the shipment of any defective part(s) back to the EVEREX. All international customers are responsible for all customs duties, VAT and other associated taxes and charges. Please send correspondence about this Agreement to:

**EVEREX Systems, Inc.  
Customer Service Department  
5020 Brandin Ct.  
Fremont, CA 94538  
USA**

Current information on technical support and warranty policies, phone numbers and other service information is available on our web sites: **[www.EVEREX.com](http://www.EVEREX.com)**