

## Gcom Limited Warranty

<b>Basic warranty: How much does it cost?</b>	Included in the product price	
<b>Basic warranty: What does it cover?</b>	<ul style="list-style-type: none"> <li>• Gcom® Protocol Appliance hardware</li> <li>• Gcom Protocol Kit hardware</li> </ul>	
<b>Basic warranty: What does it not cover?</b>	<ul style="list-style-type: none"> <li>• Appliance/kit fitness for a particular purpose</li> <li>• Appliance/kit software</li> <li>• Appliance/kit hardware damaged due to misuse, abuse, or accident, such as: <ul style="list-style-type: none"> <li>o Use of incorrect line voltages</li> <li>o Failure to follow the operating specifications and instructions provided by Gcom Inc.</li> <li>o Improper or unauthorized repair</li> <li>o Fire, flood, acts of God, or other contingencies beyond the control of Gcom Inc.</li> </ul> </li> <li>• Consequential or incidental damages, even if Gcom has been advised of the possibility of such damage</li> </ul>	
<b>Basic warranty: What is the period of coverage?</b>	The basic limited warranty remains in force for one year from the date the appliance/kit was purchased. The basic limited warranty covers the purchaser of the appliance/kit and anyone who owns the appliance/kit during the basic limited warranty period.	
<b>Basic warranty: What will Gcom do to correct problems?</b>	Replace faulty appliance/kit hardware with a new or factory reconditioned appliance/kit.	
<b>Basic warranty: What will Gcom not do to correct problems?</b>	Repair faulty appliance/kit hardware.	
<b>Basic warranty: How do you get service?</b>	<b>You</b>	<b>We</b>
	Contact <a href="mailto:sales@gcom.com">sales@gcom.com</a> with the following information: <ul style="list-style-type: none"> <li>• Purchase name</li> <li>• Purchase date</li> <li>• Model number</li> <li>• Serial number</li> <li>• Nature of problem</li> </ul>	Give you an Return Merchandise Authorization(RMA) number.
	Record the RMA number on the outside of the shipping package. Return the appliance/kit at your expense to Gcom Inc., 1800 Woodfield Drive, Savoy, IL 61874.	Ship a new appliance/kit at our expense within five business days of receipt of your package.

<p><b>Basic warranty:</b>  <b>What must you do to keep the limited warranty in effect?</b></p>	<ul style="list-style-type: none"> <li>• Install and use appliance/kit hardware according to operating specifications and directions provided by Gcom Inc.</li> <li>• Register the product with Gcom Inc.</li> <li>• Do not break appliance tamper-proof seal.</li> </ul>
<p><b>Extended warranty:</b>  <b>What are the terms?</b></p>	<p>The extended limited warranty terms are identical to those of the basic limited warranty with the following exceptions:</p> <ul style="list-style-type: none"> <li>• As of 12/15/2005, price is 5% per year of the appliance/kit current list price.</li> <li>• Price is subject to change.</li> <li>• Warranty is renewable year-to-year at Gcom's discretion.</li> </ul>