

# Warranty Policy

## -M500-

1. This policy may not be altered or amended in any manner, and buyer by accepting delivery of the goods described herein accepts and agrees to abide by the terms and conditions contained herein.
2. The ownership of all products sold and shipped from E-Seek remain with E-Seek until all payments from the customer are received.
3. No warranty will be provided for physically damaged items, which have cracks, missing pins, burn marks or other physical damage. Any items damaged by power surges, floods, brownouts, blackouts, or other natural disasters are not covered by the warranty.
4. The E-Seek M500 Authenticator product carries a 12 Month manufacturer's warranty from date of shipment. A 12, 24 or 36 Month extended warranty is available for a fee. The fee for each 12 month extension period is \$195.00.
5. Warranty on any product found to be abused, mishandled, modified, or altered will be void.
6. Removal of Identification labels or serial number labels voids all warranties and the product will not be accepted for return.
7. Warranty begins on the original shipment/invoice date.
8. Items under warranty that are returned for warranty repair/replacement must be received by our RMA department with an RMA issued prior to the expiration of the warranty period.
9. If a replacement is not available, E-Seek reserves the right to replace the product with similar products of equal or greater value that provides the same function to the customer. E-Seek also reserves the right to repair the product(s).
10. Other than the aforementioned limited manufacturer's warranty, there are no warranties, expressed or implied, which extend beyond the description of the face hereof, including any warranties of fitness for a particular purpose and/or merchantability.
11. All products, after the warranty period, may be repaired with a reasonable service charge, provided that the product is repairable.
12. All M500 product returned for repair shall be returned to the repair depot located at 9471 Ridgehaven Court #E, San Diego, CA 92123 freight prepaid by the customer. Repaired Warranty product will be returned to the customer at E-Seek cost in the same manner it was received.
13. E-Seek accepts no liability with respect to any software or data contained in any product or part returned to E-Seek for warranty repair or replacement.