



Moose Logic
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***MooseSentry™* Warranty Statement**

Moose Logic is dedicated to providing products and services that delight our customers. Every *MooseSentry* appliance is built using high-quality, industry-standard components – the same ones that we use to protect our own business. However, all electronic components have a failure rate that is greater than zero. Therefore, we offer a standard one-year warranty against defects in material or workmanship. We also offer additional protection in the form of our *MooseGuard for MooseSentry™* support agreement.

Please note also that there are some things that are beyond our control and are not covered by any Warranty Agreement. We recommend that you read this Warranty Statement thoroughly. If you have any questions regarding this warranty, please feel free to contact us at (206) 774-0619 during normal business hours (Monday – Friday, 8:00 am to 5:00 pm Pacific Time).

30-Day Money Back Guarantee

If for any reason whatsoever you should fail to be satisfied with a *MooseSentry* appliance that was purchased directly from Moose Logic, you may return it within 30 days after its original shipping date for a 100% refund of your purchase price. Moose Logic will not refund the costs of any activated software, nor will we refund shipping costs. (Note: Authorized Resellers of the *MooseSentry* appliance may have their own terms that supersede this Guarantee.)

All returns require a Returned Material Authorization (RMA) number, which must appear on all correspondence and packing slips as well as on the outside of the shipping packaging. You are responsible for the shipping costs. All original items and original packaging must be included in the return – any items that are not returned, or that are damaged when received, will be deducted from the refund.

DOA Policy

If the *MooseSentry* appliance is defective during the first 15 days after its original shipping date, we will issue a Call Tag to pick up the system at our cost. We will, at our option, repair or replace the system after we receive it, and ship it back to you at our cost (UPS ground). Customers who desire express shipping will be invoiced for the freight charges.

NOTE: This applies only to customers located within the Continental United States. Customers outside the Continental United States must pay for shipping both ways.

General Warranty Terms

All *MooseSentry* appliances are warranted against defects in material or workmanship for a period of one (1) year from the original shipping date. If you discover a defect, contact Moose Logic Support at

(206) 774-0638, or email tickets@mooselogic.com. Upon determining that the problem is covered under this warranty, Moose Logic will, at its option, repair or replace the product at no additional cost to you, provided that:

- The problem is a legitimate warranty concern,
- We receive the product prior to the expiration of the warranty period, and
- You obtain a Returned Material Authorization (RMA) number prior to shipping the product to Moose Logic. The RMA number must appear on all correspondence and packing slips, and must be clearly marked on the outside of the shipping container.

Moose Logic will return the appliance to proper operation in accordance with the specifications that were in effect at the time the product was shipped, or will replace the defective appliance with a new or reconditioned appliance that is at least equivalent to the original product. We reserve the right to use new or reconditioned parts that are equivalent or superior to the original parts. Replacement parts are warranted to be free from defects in materials and workmanship for ninety days, or for the remainder of the original warranty, whichever is greater.

You are responsible for insuring the shipment of any products to Moose Logic. Moose Logic will not be responsible for damage to incoming shipments. We will pay for the return shipping (via UPS ground) of any warranty repaired *MooseSentry* appliance within the Continental United States. Shipments to customers outside of the Continental United States will be freight collect. If you desire express shipping, you are responsible for the shipping costs.

If your data is altered, damaged, or lost due to any trouble, failure, or malfunction of the hard disk drive(s) or other storage media, Moose Logic shall not be liable for any loss or damage to any data nor for any other damage resulting there from. Moose Logic is not responsible for the restoration or reinstallation of any programs or data other than software installed by Moose Logic when the product was manufactured.

MooseSentry appliances are not designed and manufactured for any “Critical Applications” such as life support systems, medical applications, connections to implanted medical devices, or any other applications where product failure could lead to injury or loss of life to any person or animal. Accordingly, Moose Logic disclaims any and all liability arising out of the use of this product in any “Critical Applications.”

Moose Logic reserves the right to require reimbursement for repair and/or shipping costs if it is apparent that the problem is not covered by this warranty. This warranty DOES NOT cover defects or damage resulting from:

- Improper packing during return shipment to us
- Acts of God such as floods, fires, winds, earthquakes, or lightening
- Damage caused by causes external to the product, such as excessive heat or humidity, power failures, or power surges
- Peripherals or unauthorized attachments

- Service by an unauthorized service center
- Any other type of abuse, misuse, accident, or neglect.

Moose Logic provides no warranty whatsoever for any software provided with the *MooseSentry* appliance; such software is warranted separately by the software manufacturer(s).

THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHERS, WHETHER ORAL OR WRITTEN, EXPRESSED OR IMPLIED. MOOSE LOGIC SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO MOOSE LOGIC AGENT, EMPLOYEE, OR RESELLER IS AUTHORIZED TO MAKE ANY MODIFICATION, EXTENSION, OR ADDITION TO THIS WARRANTY.

MOOSE LOGIC IS NOT RESPONSIBLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOST PROFITS, DOWNTIME, GOODWILL, DAMAGE TO OR REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, REPROGRAMMING, OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH MOOSE LOGIC PRODUCTS.

Some states do not allow the exclusion or limitation of incidental or consequential damages or exclusions of implied warranties, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

This limited warranty shall be governed by and construed in accordance with the laws of the State of Washington. Any litigation under this agreement shall be resolved in the trial courts of King County, State of Washington, which shall have exclusive jurisdiction on this matter.