HARDWARE   WARRANTY

Vimasoft offers a range of hardware solutions for your security and video surveillance software installations.

Vimasoft Warranty Information Form

Mr./Mrs./Ms/Miss: _____

Telephone Number: _____

Address: _____

E-mail Address: _____

Purchase Date:_____/_____/_____ (DD/MM/YYYY)

Dealer's Name:_____

Dealer's Address:_____

 Dealer's Telephone Number:_____

 Serial Number:

IMPORTANT! Please store this card in a secured location for future reference. Vimasoft reserves the right to request this document before accepting repair requests. This does not affect or limit your mandatory statutory rights.

This Vimasoft manufacturer warranty (hereafter referred to as the "Warranty") is granted by A&H Software Inc. (hereafter referred to as "Vimasoft") to the purchaser (hereafter referred to as "You") of the Vimasoft server system
(hereafter referred to as the "Product"). This Warranty is being delivered with the Product, subject to the following terms and conditions. Vimasoft accredited Service Agents and Repair Centers will provide the services covered under this Warranty.

Warranty period of the Product

This warranty applies for the period is 36 months* ("Warranty period") from the date the product was first purchased by an end-customer ("Date of Purchase"). If proof of purchase cannot be provided, the manufacture date as recorded by Vimasoft will be deemed to be the start of the Warranty Period.

* Please visit the Vimasoft Support site at http://support@Vimasoft.com for more details.

Statutory Rights

This Warranty is given independently of any statutory rights that may apply in the country of purchase and does not affect or limit such statutory rights in any manner whatsoever.

1.   General

Vimasoft warrants the Product to be free from defects in workmanship and materials for the Warranty Period. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, I/O shield etc. If the Product fails during normal and proper use within the Warranty Period, Vimasoft at its discretion, will repair or replace the defective parts of the Product, or the Product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied. This Warranty applies only if the Product was newly manufactured on the Date of Purchase and not sold as used, refurbished or manufacturing seconds. Please keep the original purchase invoice and this warranty card for future service request. This Warranty does not include failure caused by improper installation, operation, cleaning or maintenance, accident, damage, misuse, abuse, non-Vimasoft modifications to the product, third party software programs, normal wear and tear or any other event, act, default or omission outside Vimasoft control. For further details, see section 5 of this Warranty Card. All components that an Vimasoft Service Center repaired or replaced will be under warranty for three months or for the remainder of the warranty period, whichever is applicable. If the Product is under Warranty, You hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of Vimasoft.

2.   Software Support

Any software delivered with the Product is provided "as-is". Vimasoft does not guarantee uninterrupted or error-free operation of any software provided with the Product. This warranty covers the hardware of the Product. Vimasoft will provide technical support for the Product's preinstalled software only when it concerns the proper functioning of the hardware. For other problems with the software, we advise You to review the user manuals, the Vimasoft support web site and/or other online resources. Third party software may require support from the respective vendors.

3.   Customer responsibility

When using the Product

- Read the user Vimasoft Administrator manual first and use the Product only according to the user manual.

- Do not remove any components for the product including the thermal module, reassemble thermal module may cause contact defective and damage components.

- Periodically back up your data stored on the Product.

- Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation. The original packing may not be returned and You will receive your repaired Product back in replacement packing.

- Please check the Vimasoft Administrator manual and the Vimasoft support website for troubleshooting solutions, before contacting the customer service.

- If the Product is designed with the TPM (Trusted Platform Module) function, keep the embedded security chip pre-boot password in a safe place **(Note: Due to the design of TPM, it is not possible for Vimasoft to reset the embedded security chip pre-boot password. If the password is lost, the Product can only be repaired by replacing the entire motherboard, which is not covered under the Warranty.)**

When contacting Vimasoft Customer Service

- Before contacting Vimasoft technical support, ensure that You have the Product in front of You and that it is turned on, if feasible. Please also be ready to provide the Product's serial number, the model name and proof of purchase.
- Technical support E-mail Address can be found at http://www.support@Vimasoft.com.
- You will be requested by Vimasoft to perform some of the Product's troubleshooting tasks or actions, which may include the following:
- Restoring the Product's operating system, factory-installed drivers, and applications to the factory default settings.
- Installing updates, patches or service packs.
- Running diagnostic tools and programs on the Product.
- Allowing the Vimasoft technical support agent to access the Product with remote diagnostic tools (when available).
- Performing other reasonable activities requested by Vimasoft, which will assist in identifying or resolving the problems.
- If the problem is not solved remotely, you will have to return the Product to an Vimasoft Repair Center (this process is called "RMA"). Vimasoft will issue an RMA number for Your Product. Please record Your RMA Number for tracking purposes.
- Describe the problem clearly and completely on the RMA request form.
- Enclose a copy of this completed warranty card and a copy of Your sales invoice/receipt detailing the purchase of Your Product. (Please note: Vimasoft reserves the right to request the original documents.) If You do not provide the requested documents for warranty validation then the manufacture date of the Product as recorded by Vimasoft will be deemed to be the start of the Warranty Period.

- Pack the Product in safe and stable packaging. The original packaging may be useful for this purpose. In any case, the packaging should meet the following requirements:
- Use a rigid box with flaps intact
- Remove any labels, hazardous materials indicators, and other previous shipment markings on the box that are no longer applicable
- Wrap all items separately
- Use adequate cushioning material
- Use strong tape designed for shipping
- Do not use string or paper over-wrap
- Use a single address label that has clear, complete delivery and return information
- Place a duplicate address label inside the package
- Please do not send in anything but the Product itself unless specifically requested by Vimasoft. Please remove any accessories as well as any removable storage devices such as memory cards, discs, flash drives, from the Product. Vimasoft shall have no liability for the loss, damage or destruction of accessories or removable storage devices, unless they are caused by willful or gross negligent acts by Vimasoft

- If the Product is designed with the TPM (Trusted Platform Module) function, provide the embedded security chip pre-boot password

4. Warranty Service

Please go to the Dealer where you purchased your product to pursue this Vimasoft warranty.

In any case that the above mentioned dealer could not help you pursue Vimasoft warranty, please visit Vimasoft service center website at https://www.Vimasoft.com/support/technical-support-form/ for detailed contact information.

If RMA is necessary, you have to deliver your product to the nearest Vimasoft Repair Center. Vimasoft may, in its sole discretion, simplify the service procedure by offering you to deliver the Product to the retail shop where you bought it or through a free pick-up and delivery service.

5. Exclusions from this limited Warranty Service

Vimasoft does not warrant uninterrupted or error-free operation of this Product. The warranty only covers technical hardware issues during the Warranty Period and in normal use conditions. It applies to firmware issues but not to any other software issues or customer induced damages or circumstances such as but not limited to:

(a) Damage caused to this Product(s) by you or any non-authorized third party.

(b) The serial number of the Product, components or accessories has been altered, cancelled or removed.

(c) Obsolescence.

(d) Damage (accidental or otherwise) to the Product that does not impact the Product's operation and functions, such as without limitation to rust, change in color, texture or finish, wear and tear, and gradual deterioration.

(e) Damage to the Product caused by war, terrorism, fire, accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, and use under abnormal conditions.

(f) Damage to the Product caused by improper installation, improper connection or malfunction of a peripheral device such as printer, optical drive, network card, or USB device, etc.

(g) Damage to the Product caused by an external electrical fault or any accident;

(h) Damage to the Product resulting from use outside of the operation, storage parameters, or environment detailed in the User's Manual.

(i) Damage to the Product caused by third party software or virus(es); or there is software loss or data loss that may occur during repair or replacement.

(j) Unusability due to forgotten or lost security passwords.

(k) Unusability of or damage to the Product caused by contamination with hazardous substances, diseases, vermin, or radiation.

(l) Fraud, theft, unexplained disappearance, or damages/detrimental circumstances caused by an willful act of the customer.

6. Limitation of Liability

Except as provided in this warranty and to the maximum extent permitted by law, Vimasoft is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage whatsoever caused including the replacement of equipment and property, any costs of recovering or reproducing any data stored on or used with the Product. The foregoing limitation shall also apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions by Vimasoft. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages; to the extent such jurisdiction is governing this Warranty the above limitations do not apply to You.

7. Privacy

It is necessary for Vimasoft to collect, process, and use Your personal data in order to facilitate the requested service; and for this purpose Your personal data may be transferred to, stored, processed or used by Vimasoft' affiliated companies or Vimasoft' service providers who may be located in a different country to you. Vimasoft committed that all said transfer, storage, process or use of Your personal data shall be subject to applicable laws on privacy protection and personal data security and the "Vimasoft Privacy Policy". Please access and read the Vimasoft Privacy Policy at: https://https://www.Vimasoft.com/privacy-policy/

8. Out-of-Warranty cases

Returning the Product to the Vimasoft Repair Center during the Warranty Period does not automatically mean that it will be repaired free of charge. Upon receiving Your Product, Vimasoft reserves the right to check the validity of Your Warranty and Your request for Warranty service. If the Warranty Period has lapsed or if any of the exclusions in clause 5 apply, Your request will be deemed out of warranty ("OOW"). If Your service request is OOW and if your product is repairable under Vimasoft evaluation, a Service Charge List with an offer for repair will be provided to You, which You may accept or reject. If You accept the repair and the service charge list, Vimasoft will repair your product accordingly. After the repair finished, we will provide You with an invoice for the repair labor, spare parts and other costs stated in the Service Charge List, provided theta you shall pay accordingly within 14 days of the invoice's issue date.

9. Abandoned Property

After Your Product has been repaired/replaced, or if You do not agree to the repair offer, Vimasoft will return your repaired Product/product replacement via the agreed RMA method. If You do not pick up Your Product, or if delivery is not possible at the address provided by You, Vimasoft will send You a notice at the address You provided when requesting the service. If You still fail to pick up the Product within a period of 90 days from sending the notice, Vimasoft reserves the right to claim damages from you, including the cost of storage; to dispose the product in accordance with the applicable laws and regulations; and any statutory right of lien for unpaid charges.

10. Warranty and Support

This Warranty applies in the country of purchase.

You acknowledge that in this warranty:

- Service procedures may vary by country.

- Some service and/or spare parts may not be available in all countries.

- Some countries may have fees and restrictions that apply at the time of service, please visit the Vimasoft support site at support@Vimasoft.com for more details.

- Certain countries may require additional documentation, such as proof of purchase or proof of proper importation, prior to performing Warranty and Support, please visit the Vimasoft support site at http://support@Vimasoft.com for more details.

To enjoy comprehensive warranty service, visit Vimasoft Service Center website at

http://support@Vimasoft.com for detailed locations.

Vimasoft reserves the right to interpret the provisions in this Vimasoft Warranty Information. The information in this warranty card may change without prior notice.

Please visit the Vimasoft Support site at support@Vimasoft.com for current and complete Vimasoft warranty information.

Vimasoft Contact Details

This warranty is provided by:

Vimasoft Inc.
4, Reith Street Copiague NY, 11726, USA
Phone:(631) 983-3718
Fax: (718) 732-2103
E-mail: ny@Vimasoft.com