

## Warranty Terms for Equipment Purchased from LanguageLine Solutions®

### LANGUAGELINE® ROLLING CART<sup>SM</sup> AND TRUESOUND<sup>SM</sup> ENCLOSURE LIMITED WARRANTY

Hardware products (“Products”) provided by LanguageLine are warranted to be free from defects in material and workmanship. The warranty shall begin on the date of purchase by the Customer and continue for the period outlined in the table below, based on LanguageLine Rolling Cart model:

Cart Model	Standard Warranty	Exceptions
Gen 1	1 year	N/A
Gen 2	1 year	2 years on USB Hub and device charging cables for Gen 2 carts that shipped prior to June 13, 2017
Gen 3	1 year	N/A
Gens 3A-4	1 year	3 years on USB Hub and device charging cables
Gen 4A	3 years	N/A
Gens 4B-5	3 years	4 years on all mechanical items except wheels
Revs A-C	5 years	N/A

**EXCEPTIONS** – The warranty expressed herein does not apply to the following:

- Normal wear and tear of parts.
- Products used in applications beyond their normal intended use, application, or rated specifications.
- Products damaged by accident, abuse, improper voltage, faulty installations, mechanical failure, vandalism, negligent handling, weather or natural elements, fire, flood, lightning, civil unrest, or any act of God.
- Warranty services rendered by any party other than LanguageLine unless so authorized by LanguageLine.
- Replacement parts and equipment that have been discontinued or are otherwise unavailable.
- Unauthorized product modifications or attempted repairs made by Customer.
- Any product that has been tampered with or misused.

Subject to the limitations stated herein, and at LanguageLine’s sole discretion, LanguageLine will replace or repair defective Products or components thereof at no charge to Customer so long as Customer’s account with LanguageLine is current and Customer has returned the Product(s) or component(s) thereof pursuant to a properly issued Return Material Authorization. THIS IS THE SOLE REMEDY PROVIDED BY LANGUAGELINE TO CUSTOMER FOR A BREACH OF THE FOREGOING WARRANTY.

Replacement of any Product or any component thereof by LanguageLine under this warranty provision shall not extend, in any way, the length of the original applicable warranty period otherwise provided for herein.

LanguageLine reserves the right to replace a defective Product or component thereof with a refurbished Product or component.

LanguageLine’s warranty herein is non-transferable and shall extend only to the end user customer.

THE FOREGOING WARRANTY AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE, AND LANGUAGELINE SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES AND REMEDIES.

Please contact your LanguageLine Account Executive for warranty replacement/repair instructions.

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### IPAD LIMITED WARRANTY

iPads provided by LanguageLine are warranted against manufacturing defects for one (1) year from the date of purchase by the Customer.

EXCEPTIONS – Events that are not covered include:

- iPad is over one year old.
- iPad screen gets broken accidentally.
- iPad issues caused by unauthorized use, modifications or attempted repairs by Customer.
- iPad has been lost or stolen.
- iPad was damaged by accident, abuse, improper voltage, faulty installations, mechanical failure, vandalism, negligent handling, weather or natural elements, fire, flood, lightning, civil unrest, or any act of God.

Subject to the limitations stated herein, and at LanguageLine's sole discretion, LanguageLine will replace or repair defective Products or components thereof at no charge to Customer so long as Customer's account with LanguageLine is current and Customer has returned the Product(s) or component(s) thereof pursuant to a properly issued Return Material Authorization. THIS IS THE SOLE REMEDY PROVIDED BY LANGUAGELINE TO CUSTOMER FOR A BREACH OF THE FOREGOING WARRANTY.

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Please contact your LanguageLine Account Executive for warranty replacement/repair instructions.