

Kopis Mobile Limited Warranty

Kopis Mobile provides the following limited warranty for its products. This limited warranty extends only to the original purchaser, and the warranty obligations for this product are limited to the terms set forth herein.

1. Warranty Coverage

Kopis Mobile warrants this product and its parts against defects in materials or workmanship according to the terms and specifications herein.

2. Warranty Period

Except where stated otherwise herein, this limited warranty lasts for three (3) years labor and one (1) year parts from the original ship date. Product-specific exceptions to this are as follows:

2.1. FAST FORM Exceptions

The following exceptions are made for the FAST FORM system.

Tablet Device Warranty Period: 3 Years for defect in materials or workmanship

Supplies and Accessories: Batteries, Printer and CAC card reader supplied with the product are covered under the warranty for one (1) year from date of purchase. Printer Ink is NOT covered under this limited warranty.

3. Warranty Terms

For products covered under the warranty and for valid claims made during the applicable warranty period, Kopis Mobile will, at its sole option, provide one of the following remedies to whatever extent it shall deem necessary to satisfy a proper claim under the terms of this limited warranty:

1. Elect to repair or facilitate the repair of defective parts with new or reconditioned parts within a reasonable period of time, free of charge for the necessary parts and labor to complete the repair and restore the product to proper operational condition. Kopis Mobile will also pay reasonable shipping costs necessary to return the product to the original purchaser once the repair is complete, as detailed herein.
2. Elect to replace the product either with a direct replacement, or with another product deemed by Kopis Mobile to perform substantially the same function as the original product.
3. Elect to issue a refund of the original purchase price, less depreciation to be determined based on the time elapsed from the original purchase date until the time remedy is sought under this limited warranty.





Shipping fees incurred from returns for under-warranty service in the first 30-days will be paid by Kopis Mobile. All shipping fees to Kopis Mobile following this 30-day period must be paid by the customer. Kopis Mobile will pay for the return shipment via ground. Any expedited shipping above ground will be paid by the customer. All returns, both during and following the 30-day period, must be effected via the Process for Obtaining Warranty Service described herein.

All original parts, meaning parts installed by Kopis Mobile at the original system build, replaced by Kopis Mobile or its authorized service center, become the property of Kopis Mobile.

4. Warranty Conditions

This limited warranty extends only to products distributed and/or sold by Kopis Mobile. The warranty is effective only if the products are purchased and operated in the USA.

This warranty covers only normal use of the system. Kopis Mobile shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current, or other acts of nature; or (iii) service or alteration by anyone other than an authorized Kopis Mobile representative; (iv) damages incurred through irresponsible use, including those resulting from viruses or spyware, overclocking, tampering or other non-recommended practices.

Customer must retain the original, dated bill of sale or other proof of purchase to receive warranty service.

No warranty extension will be granted for any replacement parts furnished to the purchaser in fulfillment of this warranty.

Kopis Mobile and its Authorized Service Center accepts no responsibility for any software programs except those outline in the Kopis Mobile's Software, data or information stored on any media or any parts of any products returned for repair to Kopis Mobile.

All pre-installed software programs are licensed to customers under non-Kopis Mobile software vendor's term and conditions provided with the packages.

PLEASE NOTE THAT ANY WARRANTY SERVICES OR QUESTIONS MUST BE ACCOMPANIED BY THE ORDER NUMBER FROM THE TRANSACTION THROUGH WHICH THE WARRANTED PRODUCT WAS PURCHASED. THE ORDER NUMBER SERVES AS YOUR WARRANTY NUMBER AND MUST BE RETAINED. KOPIS MOBILE WILL OFFER NO WARRANTY SERVICE WITHOUT THIS NUMBER.



Thirty-day Return Window does not include opened software, parts, special order merchandise and shipping and handling fees.

5. Warranty Exclusions

If the product is returned to Kopis Mobile, or any party authorized by Kopis Mobile to repair Kopis Mobile products, the product must be insured during shipment, with any and all insurance and shipping costs prepaid by the Customer. If the product is returned uninsured, Customer assumes all risk of loss or damage during shipment.

Kopis Mobile shall not be held responsible for any costs related to removal or reinstallation of the product from or into any installation. Kopis Mobile shall not be responsible for any costs related to setting up the product, any adjustment of user controls, or any programming required for a specific installation of the product. This warranty does not cover any third party software or virus related problems. Kopis Mobile makes no warranty either expressed or implied regarding third-party (non-Kopis Mobile) software.

The owner is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

Kopis Mobile accepts no liability for problems caused by after-market software or hardware modifications or additions. Any after-market additions or modifications will not be warranted. Kopis Mobile is not responsible for giving any technical support concerning the installation or integration of any software or component the customer did not pay Kopis Mobile to install. Kopis Mobile is not responsible for loss of data or time, even with hardware failure. Customers are responsible for backing up any data for their own protection. Kopis Mobile is not responsible for any loss of work ("down time") caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse. Kopis Mobile has the option of voiding the warranty if anyone other than a Kopis Mobile technician attempts to service the product. Kopis Mobile will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought at Kopis Mobile. Kopis Mobile will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. Kopis Mobile makes every effort to make sure all information on our website is correct.

6. Process for Obtaining Warranty Service

RMA (Returning Merchandise Authorization) Policy:





If repairs are required, the customer must obtain a RMA number and provide proof of purchase. RMA and services are rendered by Kopis Mobile only. Any shipping costs after 30 days (starting from the original date of purchase) on any item returned for repair is the customers' responsibility. All returned parts must have a RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without a RMA number written on the outside of the package. RMA numbers are only valid for 30 days from the date of issue.

Should you have any problems with your system, please follow these procedures to obtain the service:

2. If the system must be repaired, a RMA number (Return Merchandise Authorization Number) will be issued for shipment to our repair or sales department. Please follow the instructions given by Kopis Mobile technical support or sales staff to ship your system. Kopis Mobile will not accept any shipments without a RMA number.
3. Pack the system in its original box or a well-protected box, as outlined in the Return Shipping Instructions. Kopis Mobile will not be responsible for shipping damage/loss of any product outside the original 30-day Kopis Mobile-paid service period. It is very important that you write the RMA number clearly on the outside of the package. Ship the system with a copy of your bill of sale or other proof of purchase, your name, address, phone number, description of the problem(s), and the RMA number you have obtained to:

Kopis Mobile Computer Service Center
RMA# _____
3010 Lakeland Cove
Suite M
Flowood MS 39232

4. Upon receiving the system, Kopis Mobile will repair or replace your system (at Kopis Mobile's discretion) and will ship it back to you within 2 weeks (dependent on parts availability) via UPS.

5. Kopis Mobile will pay for shipping to and from the customer only within the first thirty days following the original product ship date. Following this 30-day period, shipment to Kopis Mobile fees for under warranty and all shipping post warranty repairs are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from shipping as well as all responsibility to pursue remuneration for such issues with their selected carrier.



After One-Year Warranty – Post Warranty Repair

For post warranty repair, the procedure is the same as outlined above for RMA and shipping. However, you are responsible for shipping charges both ways, current labor (\$125 per hour if not under warranty), and the current price of part(s) used in repair.

7. Limitation on Liability

Except as provided for herein, Kopis Mobile shall not be liable for any loss, cost, expense, inconvenience, or damage that may result from use or inability to use the product. UNDER NO CIRCUMSTANCES SHALL KOPIS MOBILE BE HELD LIABLE FOR ANY LOSS, COST, EXPENSE, INCONVENIENCE OR DAMAGE EXCEEDING THE ACUAL PURCHASE PRICE OF THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, KOPIS MOBILE IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY. Some countries, states, or districts do not allow the exclusion of limitation of relief, special, incidental, consequential or indirect damages, or the limitation to specified amounts, so the above limitations or exclusions may not apply to you.

8. Exclusive Remedy

TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, KOPIS MOBILE SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF KOPIS MOBILE CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN ALL IMPLIED WARRANTIES COVERING THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS PRODUCT AS PROVIDED UNDER APPLICABLE LAW.

Kopis Mobile makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

