

# **TABLE-DYNAMICS: Hospitality, Restaurants, Cruise Lines, and Lounges**

## **TABLE-DYNAMICS Warranty, Limited Warranty, and Product Support Cycle**

3 Year Full Warranty / 5 Year Limited Warranty / 10 Year Product Support  
Effective December 2022

**Cutting Edge Technology, Made in the U.S.A. Our engineering team is proud to stand behind every TABLE-DYNAMICS Product with the following warranty, effective the date of installation.**

### **Full Warranty Years / Limited Warranty Years / Support Lifecycle Years**

#### Product (TD)

- Utopia Standalone Charger: 3 years / 5 years / 10 years
- Utopia Express Charger: 3 years / 5 years / 10 years
- Utopia Vibe Charger: 3 years / 5 years Utopia Charging Base: 3 years / 5 years / years

#### Technology (3<sup>rd</sup> Party)

- Routers/ Extenders – 2 years / Extended Warranty / Service Plan
- Printers – 2 years / Extended Warranty / Service Plan
- Internet Gateways – 2 years / Extended Warranty / Service Plan

#### Design (Custom)

- Custom Logos and Color Frames included in Warranty, Limited Warranty, and Support duration
- All custom enclosures carry 5 year Limited Warranty

This limited warranty (“Warranty”) applies to all products and components (“Product”) in TABLE-DYNAMICS’s Hospitality, Commercial, Cruise Lines, and Lounges channels at the time of shipment. This Warranty may be modified from time to time, and the applicable Warranty for a particular Product will be made available upon request to TABLE-DYNAMICS.

If any Product of the original purchaser is shown to have defects in materials or workmanship that inhibit the functionality of the Product, and is reported in writing within

the Warranty Period, TABLE-DYNAMICS will, at its option, either: 1) Provide new or refurbished parts to the Purchaser, 2) Repair the Product with new or refurbished parts on site or at its manufacturing facility, 3) Replace the Product with a new or refurbished Product, or 4) Refund an amount equal of the pro-rated portion of the Product's purchase price, determined by the remainder of the Warranty Period.

**Time Periods and Extension:** All time periods begin on the date of shipment. Parts or Product replaced under Warranty does not extend the original Warranty.

**Repair or Replacement:** Warranty Periods have a time value that begins with one hundred percent replacement value and ends with fifty percent replacement value at the end of the Warranty Period.

**Manufacturing Standards:** All TABLE-DYNAMICS brand technology will meet or exceed International Manufacturing Standards.

**Inspection:** TABLE-DYNAMICS reserves the right to examine all failed Product components and determine, in its sole discretion, whether any Product components are defective and covered under this Warranty.

**Claims Procedure:** Claims under this Warranty must be made directly to TABLE-DYNAMICS. Contact us using the contact information at [www.tabledynamics.com](http://www.tabledynamics.com) or via your TABLE-DYNAMICS sales representative. After receiving a Return Material Authorization Number and shipping instructions, the product must be promptly returned at Customer's expense to TABLE-DYNAMICS.

**Exceptions to Warranty:**

A. This Warranty does not cover removal, installation, or freight costs of Products.

B. This Warranty shall not extend to anyone other than the original Purchaser of the TABLE-DYNAMICS Product.

C. Normal wear and tear are covered by this Warranty.

D. If stored prior to installation, technology must be kept in a dry indoor environment between 32 and 95 degrees Fahrenheit or this Warranty is void. TABLE-DYNAMICS Products must be installed by authorized installers and operated under suitable environmental conditions and in accordance with the product operator's manual.

D. This Warranty will not apply in the event of conditions demonstrating abnormal use or stress, such as operating temperatures in excess of maximum rated temperatures or abnormally high humidity, under/over voltage conditions, excessive switching cycles or operating hours, dirty or cracked sockets, improper grounding, or what is considered beyond normal wear and tear.

F. This Warranty is void in the event the product is damaged in transit, or if damage or failure is caused by abuse, misuse, abnormal usage, storage of products in an improper environment, faulty installation, failure to follow installation instructions or Care and Cleaning instructions, damage in an accident, improper maintenance, or any attempted repair. After the expiration of the Warranty period, TABLE-DYNAMICS will continue to support the product for up to 10 years, see your sales representative for extended service options.

**Limitation of Liability:** TABLE-DYNAMICS will not, under any circumstance, whether as a result of breach of contract or warranty, tort, or otherwise, be liable for any incidental, special, or consequential damages, including lost profits or revenues or any other costs or damages. Any liability against TABLE-DYNAMICS under any implied warranty, including the warranty of merchantability, is expressly limited to the terms of this Warranty and shall under no circumstances exceed the price paid to TABLE-DYNAMICS for the Product. Some states do not allow limitations on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply. This Warranty grants specific legal rights. Other rights, which vary from state to state, may also be applicable.

**Damage in Transit:** TABLE-DYNAMICS will replace any of its Products damaged in transit if notified within 15 days of receipt of installation if shipment was through one of TABLE-DYNAMICS's authorized dealers, distributors, or sales representatives. Notification of damaged goods must include a copy of the Proof of Delivery and a description of the damaged goods, as well as pictures. If the Products arrive visibly damaged, the extent of damage must be clearly detailed on the Proof of Delivery receipt.

**Exclusive Remedy:** This Warranty sets forth the exclusive remedies of a Warranty claimant, and the exclusive liabilities and obligations of TABLE-DYNAMICS, with respect to allegations of a defective Product.

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