



## **Magenta Warranty:**

Magenta Research products are covered by a full one-year warranty against defects in materials and workmanship to the extent that any malfunction not caused by abuse, misuse, or mishandling will be repaired or corrected without charge provided that the unit is returned postpaid to Magenta Research within one year of receipt by the original purchaser.

The performance of repairs and adjustments is the exclusive remedy under this written warranty or any implied warranty.

Magenta Research reserves the right to determine what constitutes in-warranty repair.

## **Extended warranties:**

Extended warranties are available beyond the standard one year warranty and are available at time of initial product purchase only.

2-year extended warranty. Add 12% of List Price per item.

Same coverage as the standard warranty for two years and includes advance replacement of defective items.

Advance replacement units will be shipped via ground service. Customer is responsible for shipping charges on returned items.

3-year extended warranty. Add 15% of List Price per item.

Same coverage as the standard warranty for three years and includes advance replacement of defective items.

Advance replacement units will be shipped via ground service. Customer is responsible for shipping charges on returned items.

## **Support:**

Technical product support via phone or email is available at no charge during normal business hours (8:30 AM to 5:30 PM, Monday through Friday EST).

Technical Support outside of business hours is done by appointment and charged on a time and materials basis.

On-Site service and support is available at \$1,000 per day per man plus expenses.