

Imperva

WARRANTY.

- a. Imperva warrants that during the sixty (60) day period commencing on the date of first Delivery, the Software will perform substantially in accordance with their Documentation. In the event of a breach of the foregoing warranty, as End User's sole and exclusive remedy, Imperva shall, at its sole expense and discretion, replace the Software with Software conforming to the foregoing warranty, or use reasonable efforts to modify the Software so that it performs substantially in accordance with its Documentation.
- b. Appliances. Imperva warrants that during the sixty (60) day period commencing on the date of first Delivery, the Appliances will perform substantially in accordance with their Documentation. In the event of a breach of the foregoing warranty, as End User's sole and exclusive remedy, Imperva shall, at its sole expense and discretion, repair the Appliance or replace the Appliance with a new or reconditioned Appliance that performs materially in accordance with its Documentation
- c. SaaS Services. Imperva warrants that during the term of the SaaS Services, the SaaS Services will perform substantially in accordance with their Documentation and in compliance with their applicable SLA. In the event of a breach of the foregoing warranty, as End User's sole and exclusive remedies, Imperva shall, at its sole expense and discretion, correct the SaaS Services so that they perform substantially in accordance with their Documentation and issue any credits to which End User may be entitled pursuant to the SLA.
- d. Services. Imperva warrants that the Services shall be performed in a professional and workmanlike manner. In the event of a breach of the foregoing, Imperva shall re-perform the applicable Professional Services in a manner that is compliant with such warranty.

RETURNS. Manufacturer or distributor return policies may override our practices. Not all manufacturers allow returns. Policies are subject to change without notice. Product must be unopened in original packaging or product is deemed defective or DOA. Return of product must be authorized within 30 days of purchase. Processing or restocking fee may apply. Customer is responsible for any freight fees applied.

