



# Warranty Information

## **Coverage**

iKey warrants all keyboards, pointing devices, and displays against defect in workmanship or materials for the duration of one year from the date of manufacture (90 days for OEM & EK models). If a product proves to be defective in either materials or workmanship, iKey will, at its sole discretion, a) repair product at no charge with new or refurbished replacement parts, b) exchange the product with a new unit, or c) refund the price of the product. Keyboards, pointing devices and displays must be returned within 30 days. The warranty of any replacement unit will be for the balance of time remaining on the original warranty.

## **Exclusions from Warranty Coverage**

The following is not covered under the iKey limited warranty:

- 1) Damage caused by abuse, misuse, or accident
- 2) Damage caused by use outside of specified ratings
- 3) Damage due to service by anyone who is not an authorized iKey service provider
- 4) Any products modified without the consent of iKey
- 5) Any product that has had the serial number defaced, modified or removed
- 6) Damage caused by connection to any other product
- 7) Damage arising from improper installation
- 8) Damage incurred during installation or removal
- 9) Normal wear and tear
- 10) Any other cause which does not relate to the product
- 11) Any hardware upgrades after the date of purchase
- 12) The cost of shipping to iKey, including customs fees.

## **Limitation of Liability**

To maximum extent permitted by applicable law, in no event shall iKey, Ltd or its suppliers be liable for any special, incidental, indirect, or consequential damages, whatsoever( including, without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use or inability to use products manufactured by iKey, Ltd.

## **Contact iKey**

In order to obtain Warranty Service contact iKey customer support for a Return Authorization number (RMA). Please be ready to provide the following required information:

### **Shipping information**

iKey, Ltd.  
2621 Ridgpoint Drive, Suite 235  
Austin, TX 78754

**Shipping Address**  
**Serial Number of Product**  
**Model Number of Product**  
**Description of Problem**

**Contact Information**  
Email - [rma@iKey.com](mailto:rma@iKey.com)  
Phone - 512.837.0283  
Fax - 512.927.8530