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LIMITED WARRANTY

PAI warrants that the keyboards sold by PAI or sold through PAI’s authorized distribution channels in the United States (“Product”) will be free of defects in materials, or workmanship for a period of two (2) years from the date of purchase. This limited warranty is non-transferrable, and excludes any consumable parts. Warranty service **does not** include cleaning or preventative maintenance. All Products are subject to the additional Warranty Exclusions described below. A Product found to be defective or which does not conform to the product specifications will be repaired or replaced with new or refurbished product at PAI’s sole option. Proof of purchase is required to demonstrate eligibility for warranty service. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State. To obtain warranty services, please contact PFU America, Inc. at:

Phone: (800) 626-4686

Email: techsupport@pfu-us.ricoh.com

Mailing Address: 3900 Freedom Circle, Suite 240, Santa Clara, California, 95054

WARRANTY EXCLUSIONS

PAI’s limited warranty does not apply to a Product that has been subjected to physical damage after purchase, caused, for example, by negligence, accident, acts of God or transportation, including but not limited to: (a) from any damage caused by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or maintenance including use of cleaning products or other accessories not approved by PAI or use in contravention of recommended procedures or specifications; (b) resulting from the user’s installation, system integration,

programming, re-installation of user operating systems or applications software, systems engineering, relocation, reconstruction of data, or removal of the Product, or removal of any component of the Product; (c) from any damage caused by service, modification or repair not performed by PAI or a service provider authorized by PAI, or any damage caused by product tampering, use of third party or other non-OEM components, parts, assemblies, accessories, or modules; (d) by environmental conditions (such as excessive heat or other unsuitable physical operating environment), corrosion, staining, electrical work external to the Product or failure to provide electrostatic discharge (ESD) protection; (e) by failure to install firmware updates or releases available for the Product; (f) improper packaging/shipping from the reseller to the end-user; and (g) failure to properly package and ship the Product to an authorized service company of PAI for warranty service in accordance with our current Packaging and Shipping Guidelines.

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