WARRANTY COVERAGE: SAFARI Montage’s warranty obligations are limited to the United States and Canada and the terms set forth below. With respect to software, SAFARI Montage warrants that, for a period of one year from the date of purchase, the software will perform substantially in conformance with the specifications set forth in the user documentation delivered by SAFARI Montage for such software for a period of one (1) year from the date the software is shipped to the customer in the case of a Local Area Network installation and one (1) year from the date the software is installed at the customer’s location in the case of a Wide Area Network installation; and (b) the SAFARI Pathways software will perform substantially in conformance with the documentation delivered by SAFARI Montage for such software for a period of one (1) year from the date the software is shipped to the customer. The customer assumes responsibility for backing up the customer’s proprietary or customer-owned data as set forth in the user documentation delivered by SAFARI Montage for such software. The warranty period for the replacement software or replacement products shall be for the remainder of the original warranty period.

SCOPE: If the software or hardware warranted under this Limited Warranty is found to fail to meet the above warranty description and condition, and if the warranty claim relates to hardware, the customer must return the serial number, service number and/or other service tag information. If the warranty claim relates to software, the customer must provide the serial number, service number and/or other service tag information. The customer must provide access to the customer’s facilities, personnel and any third party information necessary to process the warranty claim. The customer must provide access to the customer’s facilities, personnel and any third party information necessary to process the warranty claim. The customer must provide access to the customer’s facilities, personnel and any third party information necessary to process the warranty claim. If the software or hardware is installed on the customer’s equipment, the equipment on which the software is installed must be returned to SAFARI Montage facilities.

OBTAINING WARRANTY SERVICE: To make a warranty claim, the customer must contact the SAFARI Montage technical support team between the hours of 8AM and 6PM Eastern Standard Time by either calling (800) 782-7230 or submitting a “service case” online at http://www.safarimontage.com/support/OpenSupportCase/OpenCase.aspx. The SAFARI Montage technical support team will determine, in its sole discretion, whether the customer qualifies for warranty service.

If the warranty claim relates to hardware, the customer must supply the serial number, service number and/or other service tag information. The customer may not remove or deface the serial number, service number and/or service tag. In addition, the customer may not break the warranty seal on the outer casing of the hardware. If the technical support team determines that the customer has a valid hardware warranty claim, the technical support team will determine, in its sole discretion, whether to repair or replace the hardware. The technical support team will also determine, in its sole discretion, whether the customer is required to (a) provide a current MARC Record or content package; (b) provide a current MARC Record or content package; (c) provide a current MARC Record or content package; (d) provide a current MARC Record or content package; (e) provide a current MARC Record or content package; (f) provide a current MARC Record or content package; (g) provide a current MARC Record or content package; (h) provide a current MARC Record or content package; (i) provide a current MARC Record or content package; (j) provide a current MARC Record or content package; (k) provide a current MARC Record or content package; (l) provide a current MARC Record or content package; (m) provide a current MARC Record or content package; (n) provide a current MARC Record or content package; (o) provide a current MARC Record or content package; (p) provide a current MARC Record or content package; (q) provide a current MARC Record or content package; (r) provide a current MARC Record or content package; (s) provide a current MARC Record or content package; (t) provide a current MARC Record or content package; (u) provide a current MARC Record or content package; (v) provide a current MARC Record or content package; (w) provide a current MARC Record or content package; (x) provide a current MARC Record or content package; (y) provide a current MARC Record or content package; (z) provide a current MARC Record or content package; or (a) provide a current MARC Record or content package.

If the warranty claim relates to software, the customer must return all software purchased for the purpose of use in conjunction with the hardware. SAFARI Montage will require the customer to submit proof of purchase from an authorized reseller. If the technical support team determines that the customer has a valid software warranty claim, the technical support team will determine, in its sole discretion, whether to repair the software or replace the software. The technical support team will also determine, in its sole discretion, whether the customer is required to (a) provide proof of purchase; (b) provide proof of purchase; (c) provide proof of purchase; (d) provide proof of purchase; (e) provide proof of purchase; (f) provide proof of purchase; (g) provide proof of purchase; (h) provide proof of purchase; (i) provide proof of purchase; (j) provide proof of purchase; (k) provide proof of purchase; (l) provide proof of purchase; (m) provide proof of purchase; (n) provide proof of purchase; (o) provide proof of purchase; (p) provide proof of purchase; (q) provide proof of purchase; (r) provide proof of purchase; (s) provide proof of purchase; (t) provide proof of purchase; (u) provide proof of purchase; (v) provide proof of purchase; (w) provide proof of purchase; (x) provide proof of purchase; (y) provide proof of purchase; (z) provide proof of purchase; or (a) provide proof of purchase.

If the warranty claim relates to the software or hardware, the customer must return the serial number, service number and/or other service tag information. If the warranty claim relates to software, the customer must provide the serial number, service number and/or other service tag information. The customer must provide access to the customer’s facilities, personnel and any third party information necessary to process the warranty claim. The customer must provide access to the customer’s facilities, personnel and any third party information necessary to process the warranty claim. If the software or hardware is installed on the customer’s equipment, the equipment on which the software is installed must be returned to SAFARI Montage facilities.

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