

Kaleidescape Warranty Period Policy

This Warranty Period Policy sets forth the period during which the limited warranty set forth in Section 8 of the Kaleidescape Service and License Agreement available at <https://www.Kaleidescape.com/legal/SLA.pdf> and Kaleidescape Marine Service and License Agreement available at <https://www.Kaleidescape.com/legal/SLA-Marine.pdf>, as applicable, is valid unless otherwise set forth therein.

The Warranty Period for each new (i.e., not remanufactured) Strato and Terra component is the sixty (60) month period commencing on the date of shipment of the applicable hardware component from Kaleidescape.

The Warranty Period for each new (i.e., not remanufactured) disk cartridge and Premiere disc-based component is the thirty-six (36) month period commencing on the date of shipment of the applicable hardware component from Kaleidescape.

The Warranty Period for each remanufactured Strato and Terra component initially purchased by an end user is the thirty-six (36) month period commencing on the date of initial shipment of the applicable remanufactured hardware component from Kaleidescape.

The Warranty Period for each remanufactured Premiere disc-based component initially purchased by an end user is the twenty-four (24) month period commencing on the date of initial shipment of the applicable remanufactured hardware component from Kaleidescape.

If a Kaleidescape hardware component is repaired or replaced under the Kaleidescape manufacturer's warranty, the Warranty Period for such repaired or replaced hardware component is the period consisting of the remaining Warranty Period on the repaired or replaced hardware component from Kaleidescape.

For UK consumers:

- This warranty is in addition to your legal rights in relation to products that are faulty or not as described. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office. Nothing in this warranty will affect these legal rights.
- We will repair or replace defective products within a reasonable time and without significant inconvenience. If repair or replacement is not possible or would take too long, you may be entitled to a full or partial refund.
- Your statutory rights give you up to six years from delivery (five years from discovery in Scotland) to make a claim for faulty goods.

For Canadian consumers, this warranty gives you specific legal rights, and you may also have other rights which vary by province. Some provinces do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above limitations may not apply to you.

For UK and Canadian consumers, the warranty period begins on the date of delivery to the consumer.

For Australian users, Kaleidescape's goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

The above outlines your statutory rights under the Australian Consumer Law. You should consider whether those rights apply in the specific circumstances of your purchase or transaction. For clarification purposes, the charges and fees payable under the Kaleidescape Service and License Agreement are outlined in Section 5 of Attachment A to the Kaleidescape Service and License Agreement.

For more information, please send email to support@Kaleidescape.com.

This Warranty Period Policy was last updated on March 3, 2025.