

PRC-Salttillo Warranties

Look & NuPoint Peace of Mind Add-On Warranty

Designed to supplement the PRC-Salttillo High Five Warranty and provide worry-free coverage for unlimited repairs of a Look or NuPoint regardless of frequency or cause.

The Warranty Covers All of the Following During the Warranty Term:

- ✓ Free repairs regardless of cause or frequency.
- ✓ Priority order for use of PRC-Salttillo loan equipment during repair. (Loan equipment available upon request and subject to availability.)
- ✓ Priority order for repairs.
- ✓ Expedited Shipping within the US to and from PRC-Salttillo.
- ✓ The Look/ NuPoint Peace of Mind Warranty does not cover NuEye eye tracking models.
- ✓ **Note this warranty is only available within the US.

Terms & Conditions

1. Terms & Conditions of the PRC-Salttillo One-Year Accessory Warranty apply except where the PRC-Salttillo Look/ NuPoint Peace of Mind Warranty provides additional coverage. Where additional coverage is available under the Accessory Peace of Mind Warranty, the Terms & Conditions of that Warranty shall apply.
2. Warranties are purchased for a minimum 1-year term with coverage up to five (5) years total from the date of original shipment. No partial years are available for purchase.
3. The Look/ NuPoint Peace of Mind warranty may be purchased at any time during the first four years following the date of shipment. A certification process is required if the Accessory Peace of Mind Warranty is not purchased (a) at the time of original accessory purchase; or (b) at the time of expiration of any one-year Look/ NuPoint Peace of Mind Warranty period; or (c) prior to exhausting allowed repairs for accidental damages within the original warranty. The Look/ NuPoint Peace of Mind Warranty shall not extend beyond five years from date of shipment. Packages and prices are subject to change without notice.
4. The Look/ NuPoint Peace of Mind Warranty coverage shall transfer to any subsequent accessory owner during the remainder of the Warranty term. However, Warranty coverage shall not transfer to a subsequent accessory purchase.
5. In the event that this warranty has not been purchased or has expired, or the number of accidental damages has been exceeded in the 1-year Accessory Warranty, an initial or additional NuPoint/ Look Peace of Mind warranty can be purchased under the following guidelines:
 - a. It is within 4 years of the device purchase date.
 - b. The device is returned to PRC-Salttillo to be inspected and repaired at the customer's expense for certification.
 - c. The Look/ NuPoint Peace of Mind warranty is purchased within 30 days of the certification date.
6. Covered repairs do not include repairs for aesthetic purposes (e.g., cosmetic damage or scratches that do not impact the user's ability to use the device).
7. Whether or not a claimed defect is covered by the warranty is subject to the discretion of PRC-Salttillo.
8. To make a warranty claim, contact PRC-Salttillo through our website at <https://www.prc-salttillo.com/support-request> or by telephone at 800-262-1990. Upon confirmation that the stated problem is covered in this warranty, PRC-Salttillo shall send a shipping label or shall otherwise authorize prompt shipment to PRC-Salttillo's facility, at our expense.
9. The remedies stated in this Warranty are the sole remedies for any claims or damages arising out of or relating to the devices and accessories. Our obligation under this warranty is limited to repairing, or at our option, replacing the component or accessory at no charge within a reasonable time after the receipt of notice as to such defect. This warranty shall be void if the product is repaired or otherwise tampered with in any manner by anyone other than our authorized service personnel. We are not responsible for indirect or consequential damages arising out of failure or malfunction of



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the device or its accessories. And in no event shall we be responsible to the purchaser or user of a device or accessory for any amount greater than the purchase price of the device or accessory that is the subject of the claim.

10. If a third-party claims that a PRC-Salttillo manufactured item infringes any US patent, trademark, copyright or trade secret, PRC-Salttillo will, upon prompt notification from the buyer, defend the buyer against such claim at PRC-Salttillo's expense and control and will pay all judgments against and damages charged to PRC-Salttillo that a court finally awards based on such claim. The buyer will allow PRC-Salttillo to modify or replace devices, components, or accessories so as to eliminate any claimed infringement. If PRC-Salttillo in its discretion determines that none of the foregoing alternatives is reasonably available, buyer agrees to return such item to PRC-Salttillo at PRC-Salttillo's request and expense, and PRC-Salttillo will credit Buyer at the then current value for the item as reasonably determined by PRC-Salttillo.