



## CCI Group Product Warranty

### Applicable CCI Group Products:

This warranty applies to wall mounted computer stations and related products manufactured by CCI Group. This warranty does not apply to architectural casework produced by CCI Group as a sub-contractor.

### Warranty Coverage:

This warranty covers structural materials and workmanship on the product(s) for two years from the date of invoice. All hardware and devices integrated into CCI Group products (e.g. monitor arms, gas springs, locking systems, etc.) carry the warranty term provided by their respective manufacturer. CCI Group will handle the warranty claim for these items, but the warranty terms may vary. You may contact us for details on specific items. This warranty does NOT include devices housed within our product (e.g. computers, monitors, scanners, keyboards, mice, etc.) This warranty does not cover damages resulting from product abuse, negligence, improper use, or handling. Any modifications to the product(s) without CCI Group's prior written consent will void this warranty.

Documentation for product installation is provided and must be followed to maintain this warranty. CCI Group shall not be liable for any damages resulting from improper installation of the product. CCI Group highly recommends the use of an authorized installation technician.

CCI Group shall not be liable for any consequential or incidental damages.

### Warranty Claims:

If you have a warranty claim, please contact your representative for immediate assistance. You may also contact us directly at 903-753-2488 between the hours of 8:00 A.M. and 4:30 P.M. Central Standard Time.

-For faster service, please have the following information available-

Invoice or Purchase Order Number and Date

Name of Facility

Model number of the Work Station Unit

Serial Number from the Unit

Name of Installation Company

Name and contact number of person who ordered the product(s).

Name and contact number of person placing warranty claim.

### Warranty Service:

A support technician will work with you to promptly diagnose and resolve any issues. Resolution may include, but is not limited to, replacing or repairing specific parts, on-site assistance, verbal instruction, written directions, and additional documentation. CCI will determine, at its sole discretion, how to best resolve your warranty claim.