

## Sling Media, Inc. - Slingbox® Limited Warranty and Non-Warranty Returns Policy

**Limited Warranty: What Does This Warranty Cover?** This warranty only covers defects in materials and workmanship of Slingbox hardware products purchased or leased from Sling Media, Inc. ("Sling Media") or its authorized resellers or partners and extends only to the original user of such products. References to Slingbox hardware products in this warranty include accessories that are sold together with and included in the original packaging of your Slingbox. This warranty does not cover any Sling Media software provided with your Slingbox or other Sling Media software. Your use of any such software will be governed by the terms and conditions of any end user license agreement accompanying such software or agreed to when you set up an account with Sling Media. For any applicable warranty, please refer to the end user license agreement governing the use of that software. This warranty is valid only in the United States and Canada.

**How Long Does the Coverage Last?** If your Slingbox hardware product was purchased from an authorized reseller or directly from Sling Media, your Slingbox hardware product is warranted to be free of defects in materials and workmanship for one 90 days from the original date of purchase. If you are leasing your Slingbox from an authorized Sling Media partner or from Sling Media directly, your Slingbox hardware product is warranted for 90 days from the date your lease began, unless a different period is specified in your lease agreement or other agreement pursuant to which you obtain your Slingbox hardware product.

**What will Sling Media Do?** If your Slingbox hardware product is defective and the defect is covered by this warranty, Sling Media will repair or replace it with the same product, or another product with similar features. Any replacement product may be from refurbished stock. Where a replacement product is offered, the warranty will continue from the date of original purchase or lease.

**How Do You Get Warranty Service?** If your product is still under warranty, you can obtain assistance by visiting our website at <http://support.slingbox.com>, where you will find helpful videos, top rated articles and contact details to obtain warranty support. 1-800-313-4274

**What Does This Warranty Not Cover?** You may only exercise this warranty from the country in which you purchased or leased your Slingbox hardware product. Sling Media will not send repaired or replacement products to addresses outside the country in which you purchased your Slingbox hardware product. If your Slingbox hardware product is not covered by this warranty, Sling Media may offer to provide out-of-warranty service to you at Sling Media's then- current rates, which includes the cost to ship a refurbished unit to you that has the same or similar features. This warranty does not cover the following:

- Installation or setup of your Slingbox. If you are eligible for technical support under Sling Media's technical support policies, Sling Media can help answer your questions about the setup and installation of your Slingbox.

- Cosmetic damage, damage due to lightning, electrical or telephone line surges, battery

leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration other than by Sling Media or an authorized service provider of Sling Media, use of accessories not recommended by Sling Media, negligence, commercial or institutional use, or improper or neglected maintenance.

•This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, nor shipping damage if the equipment was not packed and shipped in the manner prescribed.

TO THE EXTENT PERMITTED BY LAW, REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. SLING MEDIA SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON YOUR SLINGBOX

HARDWARE PRODUCT, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, YOUR SLINGBOX HARDWARE PRODUCT. SOME JURISDICTIONS MAY LIMIT OR EXCLUDE THE FOREGOING LIMITATION, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. UNDER NO CIRCUMSTANCES SHALL SLING MEDIA'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR YOUR SLINGBOX HARDWARE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON YOUR SLINGBOX HARDWARE PRODUCT IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. SOME JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG A STATUTORY OR IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. SLING MEDIA RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF IT DETERMINES THAT ANY OF THE EXCEPTIONS DESCRIBED ABOVE HAVE CAUSED YOUR SLINGBOX HARDWARE PRODUCT NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY- APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO THE SERIAL NUMBER, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE SLINGBOX HARDWARE PRODUCT HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state in the United States and from province to province in Canada. To the extent that this limited warranty is inconsistent with local law, this warranty shall be deemed modified to be consistent with such local law.