



ORIGINAL TERM LIMITED PRODUCT WARRANTY

Colubris Networks warrants to the end user ("Customer") that with the exception of accessory items, Colubris product (hardware and component parts, including embedded software) will be free from defects in workmanship and materials, and will perform in substantial conformance to its published specifications under normal use and service, for a period of one (1) year from the date of purchase from Colubris or its Authorized Channel Partner. Serialized accessory items have a 90-day warranty from date of shipment.

During the warranty period, Customers are eligible to receive next-business-day technical assistance during the Customer's principal period of maintenance (PPM), which is Monday through Friday, 8 a.m. to 5 p.m. (customer local time).

In the event a Customer detects and reports a failure of the product's software within the warranty period, the Customer is entitled to receive a patch release and/or maintenance release of the as-built major/minor software revision the product originally shipped with, as required to correct the reported deficiency.

All products returned by the Customer to Colubris under the warranty shall be returned to Colubris' factory in Waltham, Massachusetts, shipping prepaid by Customer and packaged to the best commercial standard for electronic equipment. The Customer is responsible for the mode and cost of shipment to Colubris. No returns shall be made without the Customer first obtaining a Return Material Authorization (RMA) number.

When completing an RMA Request Form, the Customer should provide the following minimum information:

1. Model number and serial number of the unit
2. Summary reason for the return and symptoms of the problem
3. Name and telephone number of a Customer contact if Colubris has questions
4. Address to which Colubris should return the repaired unit

The Customer should send the completed Form to rmarequest@colubris.com. The Customer must clearly mark the RMA number on the outside of the package shipped to Colubris. Products sent to Colubris without RMA numbers will be returned to the Customer, unopened, at the Customer's expense.

All repaired hardware will be returned to the Customer within thirty (30) calendar days from the date of Colubris' receipt and is guaranteed to be free of defects for ninety (90) calendar days from the date of the equipment's return shipment from Colubris, or for the remainder of the original term Hardware Warranty, whichever is longer. Colubris will pay shipping charges from the Colubris factory for the return delivery of the repaired product.