

Warranty Information

Coverage

iKey warrants all keyboards and pointing devices against defects in workmanship or materials for the duration of one year from the date of manufacture. If a product proves to be defective in either materials or workmanship, iKey will, at its sole discretion, a) repair product at no charge with new or refurbished replacement parts, b) exchange the product with a new unit, or c) refund the price of the product. The warranty of any replacement unit will be for the balance of time remaining on the original warranty.

Exclusions from Warranty Coverage

The following is not covered under the iKey limited warranty:

- 1) Damage caused by abuse, misuse, or accident
- 2) Damage caused by use outside of specified ratings
- 3) Damage due to service by anyone who is not an authorized iKey service provider
- 4) Any products modified without the consent of iKey
- 5) Any product that has had the serial number defaced, modified or removed
- 6) Damage caused by connection to any other product
- 7) Damage arising from improper installation
- 8) Damage incurred during installation or removal
- 9) Normal wear and tear
- 10) Any other cause which does not relate to product defect
- 11) Any hardware upgrades after the date of purchase

Limitation of Liability

To maximum extent permitted by applicable law, in no event shall iKey, LP or its suppliers be liable for any special, incidental, indirect, or consequential damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of the use or inability to use products manufactured by iKey, LP.

Contact IKEY

In order to obtain Warranty Service contact iKey customer support for a Return Authorization number (RMA). Please be ready to provide the following required information:

Shipping Address
Serial Number of Product
Model Number of Product
Description of Problem

Shipping information:

iKey Industrial Peripherals
2621 Ridgpoint Drive Suite 235
Austin, TX 78754

Contact Information :

Toll Free- 800-866-6506
Phone- 512-837-0283
FAX- 512-837-0207
Email: rma@iKey.com