

# Pandora's Hope Limited Warranty

1. Description: Pandora's Hope LLC (PH) is an internet content filtering service providing its members with the ability to block sites, displays, links to 3<sup>rd</sup> party web-sites and other information on the internet.

2. Automatic 30 day Refund. If You are not completely satisfied with the product and service, You may end the service and return the product for a complete refund within 30 days at the address listed below.

3. Limited Warranty. Pandora's Hope LLC (PH) warrants this PH hardware product against defects in materials and workmanship under normal use for the Warranty Period, which begins on the date of purchase by the original end-user purchaser and lasts for One (1) year. This limited warranty is non-transferable and extends only to the original end-user purchaser. This limited warranty is neither a service nor a support contract. Your exclusive remedy and PH's entire liability under this limited warranty after the 30 day refund period will be for PH, at its option, to

- (a) repair the product with new or refurbished parts or,
- (b) replace the product with a reasonably available equivalent new or refurbished PH product.

4. Parts Covered by Warranty. This warranty extends to all components, parts, and assembly that are part of the product. Any repaired or replacement products will be warranted for the remainder of the original Warranty Period or thirty (30) days, whichever is longer. All products and parts that are replaced become the property of PH.

5. Exclusions and Limitations. This limited warranty does not apply if:

- (a) the product has been tampered with, the case has been opened, or assembly seal has been removed or damaged,
- (b) the product has been altered or modified, or the programming has been manipulated, except by PH,
- (c) the product damage was caused by use with non-PH products,
- (d) the product has not been installed, operated, repaired, or maintained in accordance with instructions supplied by PH,
- (e) the product has been subjected to abnormal physical or electrical stress, misuse, negligence, or accident,
- (f) the serial number on the Product has been altered, defaced, or removed,
- (g) the product is supplied or licensed for beta, evaluation, testing or demonstration purposes for which PH does not charge a purchase price or license fee, or
- (h) the product has been used with a power supply other than that provided by PH.

6. Obtaining Warranty Service. If you have a question about your product or experience a problem with it, please go to [Support.PandorasHope.com](http://Support.PandorasHope.com) where you will find a variety of online support tools and information to assist you with your product. If the product proves defective during the Warranty Period, you must do the following to obtain warranty services:

Step 1. Contact PH Technical Support for instructions at [Support@PandorasHope.com](mailto:Support@PandorasHope.com). The telephone number for PH Technical Support is

(520) 445-HOPE (520-445-4673). If no one is available, You will receive a response within 2 (Two) business days. Have your product serial number and proof of purchase on hand when calling. A DATED PROOF OF ORIGINAL PURCHASE IS REQUIRED TO PROCESS WARRANTY CLAIMS.

If PH Technical Support determines that the PH product is not the cause of the problem, and that the problem cannot be solved without on-site help, You must contact a local technical support professional of your choice to coordinate technical support with PH. PH is not responsible for providing or paying for on-site technical support. Such support will be at your expense..

Step 2. If after working with PH Technical Support, PH determines that the product is more likely than not defective, you must follow these instructions to receive a replacement.

- a. A replacement unit will be shipped via UPS Ground or better within 5 business days of making the determination with a pre-paid postage box.
- b. You are responsible for properly packaging and shipping your original product inside the pre-paid postage box to PH at your risk. You must send the product inside the pre-paid postage box with a copy of your dated proof of original purchase when returning your product. Products received without the pre-paid postage box and dated proof of original purchase will be rejected.
- c. \*\*\* IF You fail to return the product to the carrier listed on the pre-paid label within 14 calendar days of receiving the replacement unit, you will be charged for the replacement unit. \*\*\*

Step 3. If after replacement, a problem persists, repeat step 1. If PH determines that the problem cannot be solved without on-site help, You must contact a local technical support professional of your choice to coordinate technical support with PH. PH is not responsible for providing or paying for on-site technical support. Such support will be at your expense.

7. Items no longer under warranty. Repairs or replacements not covered under this limited warranty will be subject to charge at PH' then-current rates.

8. Disclaimer. ALL SOFTWARE PROVIDED BY PH WITH THE PRODUCT, WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON MEDIA ACCOMPANYING

THE PRODUCT, IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND. Without limiting the foregoing, PH does not warrant that the operation of the product or software

will be uninterrupted or error free. Also, due to the continual development of new techniques for intruding upon and attacking networks, PH does not warrant that the product, software or any equipment, system or network on which the product or software is used will be free of vulnerability to intrusion or attack. The product may include or be bundled with third party software or service offerings. This limited warranty shall not apply to such third party software or service offerings. This limited warranty does not guarantee any continued availability of a third party's service for which this product's use or operation may require.

9. Limitation of Warranty Period. TO THE EXTENT NOT PROHIBITED BY LAW, ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY PERIOD. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, ARE DISCLAIMED. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

10. Limitation of Liability. TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL PH BE LIABLE FOR ANY LOST DATA, REVENUE OR PROFIT, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES, REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE), ARISING OUT OF OR RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT (INCLUDING ANY SOFTWARE), EVEN IF PH HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL PH' LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT. The foregoing limitations will apply even if any warranty or remedy provided under this limited warranty fails of its essential purpose. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

11. Inquiries. Please direct all inquiries to:

Pandoras Hope LLC,  
P.O. Box 30604  
Mesa, AZ 85275-0604.