

RED FOX LIMITED WARRANTY AGREEMENT

The Agreement stated herein, as defined by Red Fox Technologies Inc., applies to Red Fox branded products and services purchased from Asian Technologies Computer Corporation (ATCC, an exclusive distributor of Red Fox) or an ATCC's Authorized Reseller, unless you enter into a separate written agreement with ATCC. **THIS AGREEMENT APPLIES TO YOU UNLESS YOU NOTIFY ATCC IN WRITING THAT YOU DO NOT AGREE TO THIS AGREEMENT WITHIN 15 DAYS AFTER YOU RECEIVED THIS AGREEMENT AND YOU RETURN YOUR PRODUCT/S OR CANCEL SERVICES UNDER EITHER ATCC'S OR THE RESELLER'S RETURN POLICY, AS APPLICABLE.**

The term of this Limited Warranty may either be one (1) year or three (3) years (the "Limited Warranty Period") depending on the type of products you purchased. To know the warranty scheme of each product, please refer to the product warranty scheme on the following pages. For products purchased directly from ATCC, the limited Warranty Period begins when the product is shipped to you; for products purchased from an Authorized Reseller, the Limited Warranty Period begins on the date of purchase (End User).

I. Technical Support

During the Limited Warranty Period, ATCC will provide product technical support. Please note that when contacting ATCC via telephone, long distance and other charges may apply, depending upon the areas where you are calling. The scope of the technical support consists of:

- ✓ Helping you diagnose and resolve problems with defects in Products covered by this Agreement
- ✓ For PC Products, reinstalling the factory-installed operating system and software to restore it to the original factory configuration.

ATCC may provide technical support via on-line or telephone. ATCC reserves the right, at its sole discretion to change the means through which it provides technical support at any time.

Red Fox is a Named Account of Microsoft and is not the manufacturer of the software or Operating System (OS) and does not guarantee that the software or Genuine Operating System will be free from errors, either in isolation or in combination with hardware. ATCC also uses Linux software and the same conditions apply for the said software.

II. Product Limited Warranty

Red Fox warrants that its Products will be free from defects in materials and workmanship for the Limited Warranty Period. During the Limited Warranty Period, ATCC will, at its option:

- (i)Provide replacement parts necessary to repair the product,
- (ii)Repair the product or replace it with a comparable product, or
- (iii)Refund the amount being paid for the product, LESS DEPRECIATION, upon its return. Replacement parts and products will be new or serviceably used, comparable in function and performance to the original parts and warranted for the remainder of the original warranty period or, if longer, 90 days after the parts and products were shipped to you.**

Duration	Depreciation
1 Month	50 %
2 – 6 Months	60 %
7 – 12 Months	70 %
13- 18 Months	80 %
19 – 24 Months	90 %

THE WARRANTY DOES NOT COVER THE FOLLOWING:

- Normal wear and tear, corrosion, rusts, stain or other misuse, negligence or fault of the customer.
- Malfunction or damages resulting from natural disaster, fire, accident, neglect, improper testing, installation, alteration or modification of any kind including over clocking or any creative, or spillage of food or liquid hazard.
- Damages caused by servicing not authorized by ATCC
- Damages caused by usage that is not in accordance with product instructions or failure to follow the product instructions or failure to perform preventive maintenance.
- Damages caused by the combination of ATCC and other non-ATCC branded products, accessories, parts or components.
- Cosmetic damage that does not affect functionality
- Software, including the operating system and software added to your product through our factory-integration system, third-party software, the reloading software.
- Any equipment or components that were not included in your product as originally sold to you.
- Damage resulted from the use of system other than their normal and customary manner.
- Defects caused by the use of improper electrical supply, misuse and or consequential damage due to negligence and abuse.
- Kits and parts requiring replacement due to end of life and subject to wear and tear like Motherboard, Hard Disk Drive (HDD), Optical Disk Drive (ODD), Memory, Video Card, Processor, Keyboard, Mouse, Webcam, Headset, AVR, Power Supply etc.
- Transportation, handling and delivery charges incurred in the delivery of the system or equipment to and from ATCC's Authorized Service Centers or customer's premises.
- General maintenance, routine servicing and onsite service.
- When system is used beyond the "Normal Usage" condition.

THE WARRANTY BECOMES VOID WHEN:

- The system's serial number is removed, defaced or altered.
- The original system configuration is altered or modified via creative configurations or over clocking.
- The system has been damaged from natural disaster or acts of God
- The system has physical signs of having been mishandled after purchase.
- The system has been tampered with or repaired by a third party entity not authorized by ATCC unless a supplementary agreement has been entered into by both parties indicating or permitting such to occur.
- The system has been loaned to other users.

CUSTOMER'S RESPONSIBILITIES

To receive Service and Support, you are responsible for complying with the following:

1. Registering the Product: Customer is responsible for registering the Hardware Product within 30 days after the date of purchase to be supported an extended warranty period, if applicable. Customer is also responsible in using the registration instructions within the package and registering via the following means:
 - ✓ Snail Mail: Fill out the Warranty Registration Form and mail to ATCC's Service and Technical Department at No. 26, Doña Hemady St, New Manila Quezon City, Philippines 1100.
 - ✓ Online: Visit www.redfoxtechnologies.com.
 - ✓ SMS: Key in the required fields to +63922-4334673.
 - ✓ Facsimile: (63)(02)7214447

In the event that the customer fails to register the product within the stated time frame, the minimum 1 year limited warranty will take effect on the said product.

2. Services and Service Limited Warranty. Any services provided to you by ATCC that are not within the scope of the Limited Warranty also are governed by this Agreement. For a period of ninety (90) days after services were performed, ATCC warrants that services provided by it were performed in a professional and workmanlike manner. If your problem recurs within the ninety (90) service warranty period, ATCC will, at its option:
 - ✓ Re-perform the services, within 15 days.
 - ✓ Replace the product pursuant to the terms of this Agreement, within 15 days.
 - ✓ Permit you to return the product and issue a refund pursuant to the terms of this Agreement, within 7 days.

3. Dead on Arrival Items (DOA). Items which are “Dead on Arrival”(DOA) and with missing parts or short of any parts or components must be brought to Asiantech Service and Technical Center with the full packaging and original proof of purchase within seven (7) days from the date of purchase. Any request after seven (7) days will not be entertained.
4. Call for Assistance:
For service support call one of the following numbers. These phone lines are answered from 9:00 am to 6:00 pm Mondays to Fridays and 9:00 am to 4:00 pm on Saturdays.
Mobile: +639224334673 – 24/7 Service Hotline
(63)(02)722.0000 locals 109, 110 and 134 – Service Hotline
(63)(02)721.3448 for Technical Support
(63)(02)722.0000 loc. 127 Technical Support
or email at: customercare@redfoxttechnologies.com and technical@redfoxttechnologies.com
5. Requesting Service. Be prepared to provide the following information to the Technician when requesting this service:
 - ✓ System's invoice and serial numbers
 - ✓ System type and model numbers
 - ✓ Current version of the operating system on the affected system
 - ✓ Brand names and models of any peripheral devices such as (modem), etc attached to the system
 - ✓ The specific error message received and when it specifically occurs.
 - ✓ What tasks or functions or program or software were being processed or implemented or installed when error occurred
 - ✓ What steps, if any, were taken to solve the problem(s)

You may be required to deliver and retrieve your product from ATCC or an Authorized Service facility specified by ATCC at your expense. When sending a product to ATCC or authorized service facility specified by ATCC, you must deliver the product, freight prepaid, in either its original packaging or packaging affording an equal degree of protection. You are responsible for properly packaging your product, paying all shipping costs, loss or damage to the product during shipping, and other taxes, fees or charges associated with transporting the product to an authorized ATCC Service facility. **YOU ARE RESPONSIBLE FOR ANY DAMAGE TO YOUR ATCC PRODUCT DURING SHIPMENT.**

Before providing your product to ATCC for service, remove any confidential, proprietary or personal information, and removable media, such as floppy disks, CDs, or PC Cards.

If ATCC asks you to return defective parts or products, you must do so within seven (7) days for Metro Manila and thirty (30) days for Provincial after you receive the replacement parts or products for ATCC will charge you for replacement parts or products if you fail to do so.

IT IS YOUR RESPONSIBILITY TO BACK UP THE CONTENTS OF YOUR HARD DISK DRIVE (HDD) BEFORE SERVICES WERE PERFORMED AND REMOVE ANY DATA FROM PARTS OF PRODUCTS RETURNED TO ATCC, INCLUDING ANY DATA YOU HAVE STORED OR SOFTWARE YOU HAVE INSTALLED ON THE HARD DISK DRIVE. It is possible that the contents of your Hard Disk Drive will be lost or reformatted in the course of service and ATCC will not be held responsible for any damage to or loss of any programs, data, or either information stored on any media or any part of any product serviced. **IF DURING THE REPAIR OF THE PRODUCT THE CONTENTS OF THE HARD DISK DRIVE WERE ALTERED, DELETED, OR IN ANY WAY MODIFIED, ATCC WILL NOT BE HELD RESPONSIBLE FOR ANY LOSS OF YOUR DATA WHATSOEVER. YOUR PRODUCT WILL BE RETURNED TO YOU CONFIGURED AS ORIGINALLY PURCHASED (SUBJECT TO AVAILABILITY OF SOFTWARE).**

Dead Pixels

LCD (Liquid Crystal Display) screens come in various sizes and resolutions. Resolution is defined as the number of pixels or small dots that make up an LCD screen. The pixel is the smallest unit that makes up an image. Each pixel is made up of 3 sub-pixels (red, green and blue) with each having its own transistor. Each of these pixels turns on and off and filters light through colored sub-pixels which results in an image. Occasionally, these individual transistors will short or remain open resulting in a dead pixel.

Considering the number of pixels contained in an LCD panel, the defective rate should the dead pixels be present is quite minute. For a typical 15" screen with a resolution (1024 x 768 pixels); has a total of 2,359,296 red, green and blue pixels (1024 x 768 x 3). So, a screen with 5 dead sub-pixels has a defective rate equal to 0.0002%.

Red Fox LCD Standard Policy on Dead Pixels

Red Fox / ATCC has established its standard and arrived at the allowable number of dead pixels based on Industry Standards. Red Fox/ ATCC shall allow up to **4 Bright Dots, 4 Dark Dots and the Total of Dots should not exceed 4**. In the event that the number of Dots on the Red Fox LCD screens is 5 or more during the warranty period, Red Fox / ATCC will repair or replace the said LCD screen as stated in the Red Fox LCD Limited Warranty.

REDFOX PRODUCT WARRANTY TABLE

Red Fox PC System

Red Fox Vengeance	1 year(s) warranty
Red Fox Deskpod	1 year(s) warranty
Red Fox Rdxtruder	1 year(s) warranty
Red Fox Media Center	1 year(s) warranty
Red Fox Imperium	1 year(s) warranty
Red Fox Ultima	1 year(s) warranty

Red Fox Notebook

Red Fox Wizbook	1 year(s) warranty
Red Fox Navigator	1 year(s) warranty
Red Fox Navigator Notepod	1 year(s) warranty
Red Fox Duranote	1 year(s) warranty

Peripherals

Red Fox Keyboard	6 month(s) warranty
Red Fox Mouse	6 month(s) warranty
Red Fox Speaker	6 month(s) warranty