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mLogic's Advanced Replacement Program is an optional service to expedite hardware replacement in the continental United States. mLogic products are designed and manufactured with high quality components to provide excellent reliability. For additional protection, mLogic offers an Advanced Replacement Program for customers who want to minimize down-time should a hardware problem occur. mLogic will ship you a replacement unit in advance of you sending mLogic your existing LTO solution.

mLogic Advanced Replacement Program Overview:

- Free shipping of replacement unit via UPS 2nd Day Air
- Same day or next business day replacement
- Pre-paid UPS shipping label provided to return faulty unit
- Can be purchased within 30 days of the initial unit purchase date
- Available in Continental United States

To purchase an mLogic Advanced Replacement Program, please visit www.mlogic.com.

BY PURCHASING THE MLOGIC ADVANCED REPLACEMENT PROGRAM THE CUSTOMER ACCEPTS ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT

Advanced Replacement Service Coverage

- If during the advanced replacement service period your mLogic LTO fails, an identical or equivalent replacement unit will be shipped directly to you.
- mLogic will pre-pay shipping cost both ways.
- The Advanced Replacement Program is available within the Continental USA

Service Policy

- A replacement unit will be shipped to you after the following three conditions have been fulfilled:

1. The unit has been identified as a defective by an mLogic Support Engineer and an advanced replacement RMA number has been issued.
 2. Completed mLogic Credit Card Authorization form on file before the replacement unit ships out. mLogic will authorize the card for the Manufacturer's Suggested Retail Price (MSRP) of the unit at the time of shipping. The card will not be charged unless the unit is not returned.
 3. Your address information has been confirmed by you.
- If an LTO unit or power adapter is deemed to be defective by an mLogic support engineer prior to 1pm Pacific Standard Time (PST), the replacement unit will be shipped the same day. Otherwise, the replacement unit will be shipped the next business day.
 - The replacement unit will be shipped using UPS 2nd Day Air service.
 - The replacement unit will be an identical unit or an upgraded unit if an identical unit is not available. The replacement could be a new or reconditioned per mLogic's choice.
 - The Advanced Replacement Program applies to the LTO unit and power adapter if applicable.
 - The replacement unit and/or power adapter will be registered and covered in this program automatically until the original unit coverage period expires.

Customer Responsibility

- Customer must work with an mLogic Support Engineer to determine whether the LTO unit and/or power adapter has failed or not.
- Customer must provide full details to an mLogic support engineer such as model name, serial number, shipping address, contact person, phone number, email address, defective unit problem description, etc.
- Customer must complete and return the mLogic Credit Card Authorization form to guarantee that the defective unit is returned.
- Customer must return the defective unit to UPS within 5 business days following receipt of the replacement unit. (Based on the replacement unit receipt date at customer site and date UPS receives defective unit).

- Customer must ship the defective unit back to mLogic in the packaging provided with the replacement unit. If the packaging is damaged during shipping, customer must provide their own proper packaging to ensure safe return shipment to mLogic.
- It is the customer's responsibility to remove any old shipping labels from the original packaging and affix the new shipping label provided by mLogic on the outside of the box. Any extra shipping costs or lost units due to mis-labeled packaging will be charged to the customer's credit card.
- Customer must return any components or accessories related to the defective unit if asked to do so by an mLogic Support Engineer.

Customer Induced Damage (CID) Unit

If any defect in the LTO unit or accessories are deemed by mLogic to be caused by misuse, neglect, accident, abuse, improper repair, alteration or modification by the Customer, or any act in violation of the original selling conditions of the product by manufacturer, the product is considered to be a Customer Induced Damage Unit (CID). Since the original warranty has been voided by the Customer's actions, the Advanced Replacement Program will not apply and the Customer's credit card will be charged the MSRP of the replacement product shipped and the Customer's original warranty will be reinstated.

Delayed Return

If the customer fails to return the defective unit to UPS within five (5) business days (Based on the replacement unit receipt date at customer site and date UPS receives defective unit) after receiving the replacement unit, mLogic will charge the customer's credit card the value of the replacement unit's MSRP. The credit card will be refunded once the defective unit is received by mLogic.

Missing Components

If the customer fails to return the complete unit to mLogic, the customer will be notified to ship the missing parts to mLogic at the customer's cost within five (5) business days. A failure to do so will permit mLogic to charge the cost of missing part(s) to the customer's credit card. This charge is not refundable for delayed returns.

Courier Lost or Damaged

It is mLogic's responsibility to make a compensation claim to the courier if the replacement unit is damaged or lost by the courier and to ship another replacement to the customer. It is the customer's responsibility to make a compensation claim to the

courier if the returned unit is damaged or lost by courier. The MSRP of the unit will be charged to the customer's credit card.

TERMS AND CONDITIONS

- The Advanced Replacement Program must be purchased within 30 days of the original product purchase date and the start date of the Advanced Replacement Program will be the product purchase date.
- Customer must use the shipping label provided by mLogic. mLogic is not responsible for any costs incurred by the Customer using other means of shipping.
- mLogic ships replacement units via UPS 2nd Day Air.
- P.O. Box addresses are NOT accepted for Advanced Replacement delivery by UPS. The customer must provide mLogic with a physical address.
- mLogic's sole liability, and the exclusive remedy, for any acknowledged defect(s) shall be the repair or replacement of the product in question.
- mLogic shall NOT be liable under ANY circumstances for any indirect, incidental or consequential damages or lost data.
- Advanced Replacement is available to only the original purchaser.

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