

## Out-of-Warranty Service Eligibility

The Term only applies to malfunction out-of-warranty Products that require repairs.

- A. Out-of-warranty products with invalid warranty extension periods;
- B. Products with removed, damaged, or unrecognizable warranty extension labels;
- C. Products that cannot be identified with serial numbers or bar codes;
- D. Peripheral products and other external devices including sensors, batteries (including built-in batteries), accessories, and expendable parts such as output relays;
- E. Products that have incurred damages caused by the following:
  - Force majeure or acts of God such as floods, lightning, earthquakes, and other natural disasters, accidents, insects, war, vandalism, theft, power outages, or wrong voltage disturbances.
  - Environmental conditions, such as humidity, temperature, security, and power conditions more severe than those specified in the hardware manual and specifications.
  - Improper use or handling of the product's physical components during hardware installation and other manual operations that do not follow product manual instructions.
- F. Product Conditions Ineligible for Out-of-Warranty Service, the Term does not cover the following:
  - KEYLINES products that incurred damages caused by the installation of other third-party software, hardware products, or peripheral products.
  - KEYLINES does not guarantee the compatibility of its products with third-party products or peripheral products.
  - When data corruption or other issues are caused by written data on the device storage.
  - Products that have been tampered or repaired by third parties or unauthorized personnel.
  - Products that are purchased from non-keylines brands are ineligible to Out-of-Warranty Services, even if the Product is packaged or sold with KEYLINES products.

## Repair and Replacement

- A. KEYLINES will provide repair or replacement services after receiving your Product request receipt.
- B. KEYLINES will repair or replace the Product with used or new components that are identical to the original components. In the rare occasion that identical components are unavailable, QNAP will replace the Product components with similar components, higher-performing components, or a new Product with similar features, and charge the price differences only after receiving your consent.
- C. KEYLINES will check the Product for any incorrect or incomplete information, and notify you about providing correct information and charge the price difference after receiving your consent.
- D. You need to ship the Product to KEYLINES within 14 days after completing the Out-of-Warranty Service payment. The Out-of-Warranty Service will be postponed if you fail to do so.
- E. The extended 180 days product warranty period starts from the date you receive the repaired or replaced Product receipt.
- F. Each party will pay for one-way shipping cost, for example, you will pay for freight costs involved in delivering the malfunctioning Product to KEYLINES, and KEYLINES will cover the freight costs for returning the replaced or repaired Product to you.
- G. If your Product is returned to KEYLINES because it could not reach the given address, KEYLINES will contact you for an alternative mailing address. If you cannot provide an alternative delivery address to KEYLINES or its agent within 60 days after the original delivery, KEYLINES will notify you that the Product is considered abandoned. QNAP will send notifications to the e-mail address you provided for Out-of-Warranty services. In the event your Product is abandoned, KEYLINES may dispose of your product in accordance with applicable provisions of law.
- H. reserves its statutory and any other lawful liens for outstanding payments.
- I. If you are willing to undertake associated risks of your order delivered to an address without anyone present, you may authorize KEYLINES to arrange a no signature required delivery.