

# EDGEMATRIX Product Warranty for Thailand

## Warranty Terms and Conditions for Thailand

EDGEMATRIX Inc. ("EMI") shall repair the EMI hardware products (including, but not limited to Edge AI BOX and Edge AI Tablet) free of charge only during the warranty period specified as the Article "Warranty Period" if the EMI hardware products don't operate normally as the specifications, except the malfunction is attributed to the software.

According to the Terms and Conditions, "purchasers of the EMI hardware products" ("You" or "you") may ask EMI to repair "the EMI hardware products you purchased from EMI or each distributor (the "Product" or "Products")"

The Terms and Conditions shall be valid only for using the EMI hardware products in Thailand.

### **The Article 1. "Warranty Period"**

- One month from the delivery date of the Product is defined as the "Initial Defect Period".
- One year from the delivery date of the Product is defined as the "Warranty Period".
- When asking EMI to repair the Product according to the Terms and Conditions, you must provide EMI with the delivery statement or receipt as well as the copy of the Exhibit 1. The delivery statement or receipt must be filled in with the "Distributor Name", "Deliver Date", "Product name" and "Serial Number".

### **The Article 2. "Repair Procedures and Conditions"**

- If there is something wrong with the Product, you firstly shall contact the distributor. If the distributor has determined that the Product malfunctions or is a possibly of malfunction, you may ask EMI to repair the Product.
- The Product to be repaired must be sent directly to EMI on your expense. On the other hand, EMI shall return the repaired Product to you on its expense.
- You may send the Product to be repaired by cash on delivery only during the Initial Defect Period.
- In the case of repair during the Initial Defect Period, the Product to be repaired shall be replaced with a non-defective Product including the set of accessories. The Product to be repaired must be sent to EMI along with the set of accessories. If any of the accessories is missing, EMI may not be able to replace the Product to be repaired. Since the Product to be repaired is replaced with a non-defective Product, the serial number shall be changed.
- If you ask EMI to repair the Product equipped with an LTE module, you must remove the SIM card from the Product to be repaired at your own expense and responsibility. In no event shall EMI be liable for any damages resulting from "forgetting to remove the SIM card from the Product to be repaired".
- After the Initial Defect Period, EMI generally shall replace only the fault part of the Product to be repaired with a non-defective part. However, EMI may replace the Product to be repaired with a non-defective Product when EMI has determined that it takes a long time to repair the Product. In the case, the serial number may be changed.

- Ownership of the replaced Products and parts shall belong to EMI.
- EMI shall not receive your SIM card as well as recording media. When you ask EMI to repair the Product, you must remove the SIM card and recording media from the Product at your own expense and responsibility. In no event shall EMI be liable for any damages resulting from the SIM card or recording media.
- The new warranty period after repair (including replacement) shall be the remaining of the original warranty period or the three months after the repaired or replaced Product is returned, whichever is longer.
- When opening and closing the lid of the Product (including, but not limited to, when inserting or removing the SIM card), you shall be careful according to the precautions in the manuals. If the Product malfunctions because of you, the Product may not be covered by the warranty on the Terms and Conditions.

### **The Article 3. “Not Covered by the Warranty”**

Even during the Warranty Period, the following cases shall not be covered by the warranty on the Terms and Conditions.

- If you don't provide a copy of the user registration form (bundled with the Product), or if EMI determines that there are omissions, mistakes, or falsifications in the user registration form.
- If you don't provide documents certifying the date of purchase and the name of distributor.
- Purchasing the Product from second-hand sellers or private sellers
- Using the Product in the conditions and environments (including, but not limited to, temperature, humidity and vibration) significantly different from those described in the manuals.
- Physical damages or traces of repairing dirt
- Defects or damages caused by misuse
- Defects or damages caused by dismantlement or modification
- Defects or damages caused by other devices connected to the Product
- Defects or damages caused by transportation or move after the purchase
- Defects or damages caused by unsuitable handling (including, but not limited to, falling or shock)
- Defects or damages caused by software you have independently installed
- Defects or damages caused by fires, natural disasters (including, but not limited to, earthquakes, floods and lightning strikes), pollution, salt damage, abnormal voltage or use of voltage not specified in the manuals
- Defects or damages caused by unexpected disasters (including, but not limited to, wars and terrorism)
- Using the Product outside Thailand

### **The Article 4. “Exemption”**

- The Terms and Conditions shall make no warranties, express or implied, that there are no defects (including, but not limited to, specification defect, design defect, manufacturing defect and software bugs) in the Product.
- In no event shall EMI be liable for “any indirect, incidental, special or consequential damages

resulting from the Product usage or inability to use the Product (including, but not limited to, loss of profits, loss of business and loss of data) ”.

- You may not ask EMI to repair the Product directly from overseas.
- EMI may replace the Product to be repaired with the successor model equal to or superior than the Product.
- You should not use the Product for “business related to human life or human body as well as business requiring high quality and safety (including, but not limited to, medicine, medical care, nuclear power, aerospace, transportation and logistics) (“Risky Business”) ”. In no event shall EMI be liable for any damages resulting from your using the Product for Risky Business.

#### **The Article 5. “General Term”**

- All headings referred to in the Terms and Condition are inserted for convenience of reference only and shall not affect the interpretation of any of the provisions of the Terms and Condition.
- If any provision of the Terms and Conditions is deemed to be unlawful or unenforceable, such provision shall be considered void to the extent of such illegality or unenforceability, without invalidating any other provision of the Terms and Condition.
- The Terms and Conditions shall be governed by and under the laws of Japan as to all matters including formation, validity, construction and performance.
- Any disputes arising from or in connection with the Terms and Conditions shall be subject to the exclusive jurisdiction of the Tokyo District Court as the court of first instance.

EDGEMATRIX Inc. Department of Products  
9th-floor of CAT Building, 2-3-16 Ebisu-Nishi, Shibuya-Ku, Tokyo 150-0021  
Email: [device\\_support@edgematrix.com](mailto:device_support@edgematrix.com)

**You shall fill in the Exhibit 1 with the necessary items and complete the User Registration.**



For web registration, you can access the user registration form from the QR code on the left.

Exhibit 1

## User Registration Form

You shall fill in the Exhibit 1 with the necessary items, convert it into electronic data and send the data to the following e-mail address.

([device\\_support@edgematrix.com](mailto:device_support@edgematrix.com))

You can complete the User Registration via the following web site.

[https://edgematrix.com/registration\\_box/](https://edgematrix.com/registration_box/)

### Details of the Product

Product Name :

Serial Number of the Product <sup>1</sup> :

Serial Number of the Camera<sup>1</sup>

(only for Edge AI Table) :

Warranty Period : One year from the Delivery Date

Delivery Date:

Distributor Name :

<sup>1</sup>Serial number is indicated in each label on the Product or its Box. If you have purchased two or more, you shall fill in the Exhibit 2 with each Serial Number.



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### Your Information

Corporate Name :

Department :

Person in Charge :

Corporate Address :

Address of the Installation Place :

(\* If the Installation Place is different from the Corporate Address, you shall write it.)

TEL :

E-mail Address :

FAX :

You shall check each BOX and sign the form after agreeing to the following two items.

- You have agreed to the Warranty Terms and Conditions.
- You represent and warrant that there is no falsehood in each item of the form

Your Signature (\* You shall write your signature / Without your signature, EMI may not accept the User Registration or receive your repair requests.)