

# ICY DOCK Limited Product Warranty

## I. Length

ICY DOCK warrants all its products to be free of significant defects in material and workmanship for a period of either five (5) years, three (3) years, or two (2) years from the original date of purchase, as determined by the "Product Warranty Period" table below.

Product Line	Product	Warranty (Years)
Accessories & Parts	AC Adapters	2
	Cables	2
	Cooling Fans	2
	Drive Trays	2
	PCB Circuit Boards	2
Black Vortex Series	Device & Parts	3
DuoSwap Series	Device & Parts	3
ExpressCage Series	Device & Parts	3
EZ-Adapter Series	Device & Parts	3
EZConvert Series	Device & Parts	3
EZ-FIT / FLEX-FIT Series	Device & Parts	3
FatCage Series	Device & Parts	3
FlexCage Series	Device & Parts	3
flexiDOCK Series	Device & Parts	3
ICYNano Series	Device & Parts	3
MB122 / MB123 Series	Device & Parts	3
ToughArmor Series	Housing / Drive Trays / PCB	5
	Cooling Fans / Cables	3
TurboSwap Series	Device & Parts	3

## II. Transferability

The warranty is non-transferable and is only valid for the original owner of the product. Proof of purchase is required for warranty service.

## III. Product Remedies

ICY DOCK will, at its option, either repair or replace any part of its product that proves defective because of improper workmanship or materials from ICY DOCK. Repair parts or replacement products will be either new or refurbished to be functionally equivalent to new. Products that have been repaired/replaced will be under warranty for the remainder of the warranty period or thirty (30) days, whichever is longer. All warranty returns must be received first by ICY DOCK before any repaired or replacement products are provided.

## IV. Coverage

The warranty solely covers the parts and labor of ICY DOCK products. ICY DOCK is not liable for products that have been damaged due to abuse or negligence, nor are we responsible for incidental or

consequential damages. Any normal wear and tear that occurs including, but not limited to, cosmetic damages, is not covered under ICY DOCK's warranty.

The limited warranty is voided under the following conditions:

1. Any product where the serial number has been defaced, modified or removed
2. Damage or failure due to abuse, neglect, usage outside of the intended purpose, failure to read instructions, and acts of God
3. Unauthorized repairs or modifications

The following are not covered under ICY DOCK's warranty.

1. Products without sufficient proof of purchase
2. Purchases from unauthorized resellers
3. Items purchased second-hand
4. Lost or stolen items
5. Items that have expired their warranty period
6. Non-quality-related issues
7. Repair through 3<sup>rd</sup> parties
8. Packing materials included or used with the product
9. Damage from outside sources
10. Removal or installation charges
11. Any defect as a result of shipment damage
12. Any incidental or consequential damages that occur to products not made by ICY DOCK
13. Damage from misuse of products (including, but not limited to: falls, extreme temperatures, water, operating devices improperly)

## **V. Limitations Of Liability**

The warranties outlined in this agreement replace all other warranties. ICY DOCK expressly disclaims all other warranties, including but not limited to the implied warranties of merchantability and fitness for a particular purpose and noninfringement of third-party rights with respect to the documentation and hardware. No ICY DOCK dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty. In no event will ICY DOCK or its suppliers be liable for any costs of procurement of substitute products or services, lost profits, loss of information or data, computer malfunction, or any other special, indirect, consequential, or incidental damages arising in any way out of the sale of, use of, or inability to use any ICY DOCK product or service, even if ICY DOCK has been advised of the possibility of such damages. In no case shall ICY DOCK's liability exceed the actual money paid for the products at issue. ICY DOCK reserves the right to make modifications and additions to this product without notice or taking on additional liability.

## **VI. Warranty Procedure (Return Merchandise Authorization)**

All returned products to ICY DOCK require a Return Merchandise Authorization (RMA) number. Any product received without prior authorization will be refused or discarded at our discretion. To obtain an RMA number, please fill out the online RMA form, e-mail us a copy of your proof of purchase, and fill out the form completely. Incomplete forms or forms without proof of purchase will be disregarded.

Upon approval, you will be assigned an RMA number through e-mail. Carefully package the product and follow the directions in the e-mail. ICY DOCK is not responsible for items damaged during shipping. ICY DOCK is also not responsible for any missing accessories. Do NOT include accessories (unless they are part of the problem) when shipping to ICY DOCK. Ship the product to **ICY DOCK USA Corporation, 11740 Clark St. Arcadia, CA 91006**

The RMA number is valid for only 30 days. If ICY DOCK does not receive the RMA goods within 30 days, the RMA number will be voided. ICY DOCK is not responsible for any packages lost during shipping, and we highly recommend you use a shipper that offers tracking services. During the warranty period, your product will be repaired or replaced without charge, excluding shipping and handling to ICY DOCK. In addition, the user will not be charged for the shipping of replacement products.

#### **VII. Out-of-Warranty Service**

For products that are no longer under warranty or have had their warranty voided, please contact us at (626) 956-8800 or e-mail us at [tech@icydock.com](mailto:tech@icydock.com) to see if your product is eligible for repair and for a repair estimate. If accepted, follow the standard RMA procedure for returning the product to us. Upon receipt, any changes in repair costs will be noted before repairs are made. If the repair charges are not received, the product will be shipped back at the user's expense. If the user refuses to pay for return shipping, the item will be discarded, and ICY DOCK will not be held liable for any losses.

#### **VIII. Technical Support**

Telephone Support: (626) 956-8800 M-F, 9:00am to 6:00pm Pacific Time.  
E-mail: [tech@icydock.com](mailto:tech@icydock.com)

#### **IX. Privacy**

Any information provided in the RMA form is used solely for the purposes of this RMA transaction. ICY DOCK will not, under any circumstances, release your information to any third-party company or use the information for anything other than the purposes of this RMA transaction.

#### **X. Local Law and Your Warranty**

This warranty gives you specific legal rights. You may also have other rights granted under local law. These rights may vary.