

I. Warranty Exclusions

Huawei is not obliged to provide warranty coverage in the following circumstances (including but not limited to):

1. Defective equipment with altered product identification information, such as a bar code or model number.
2. Damage caused by operator mistakes, for example, using the equipment in an environment where the equipment cannot function normally or not using the equipment according to the instructions.
3. Equipment damage caused by equipment removal, repairs, customization, or other operations undertaken by personnel or service providers without the authorization of Huawei or Huawei service centers.
4. Equipment damage caused by force majeure, such as fire, flood, earthquake, lightning strike, war, etc.
5. Equipment damage caused by other reasons, including but not limited to using parts not produced by Huawei, or not compatible with a third party hardware or software.
6. Huawei is not responsible for the loss of the data stored in the products or other data related to the products. You may back up the data to prevent data loss.
7. Any non-Huawei products, including but not limited to those third party hardware or software installed on a Huawei equipment at your request.
8. Accessories, consumables, and structural parts (for example, bracket, frames and covers).
9. Scratches or other cosmetic damage to Product surfaces that do not affect the operation of the Product; or the defect or damage is in fact normal and customary wear and tear.
10. The Hardware or software modified without the authorization of Huawei.
11. The stolen product.
12. The products and components listed in the following table:

Type	Description
Consumable items	Cables, whiteboard markers, extenders, and distributors
Terminals	Access terminals: HG824x, HG81xx, HG80xx, HG81x, HG85x, and HG86x etc Wireless terminals: eA66x, EG8xx, EP6xx, EM7xx, EV7xx, 950e,Rxxx etc. Thin Client (TC) terminals:CT3000,CT5000,CT6000,HA690,T510,GI945 etc.
Mechanical parts	Shield(passive block), supports, carts, desks, and chairs
Cabinets and accessories	Cabinet structural parts, documents, product accessories, installation accessories, and tools

II. Warranty Disclaimer

1. Huawei is not obliged to provide any implicit or explicit business or technical assurance not included in this document.
2. Huawei does not guarantee that all the products provided are free from defects and that you will not experience any problems or interruptions when using these products. In addition, Huawei does not guarantee that all the defects could be solved absolutely.
3. If service delivery is interrupted or delayed due to a disruption in communication services, power failures, traffic control, social unrest, or other events, Huawei will make great efforts to render the service. In such circumstance, Huawei does not guarantee that Huawei can achieve the service level defined in this document.
4. If you grant the service, it indicates that you allow Huawei to access and gather the information and data which is needed to locate and resolve the problems while providing the service. Huawei will only access and process the related information in accordance with your requirements after obtaining permission from you. Huawei will use the information only for providing warranty services. Because the information is in your control, Huawei cannot estimate whether the information contains any of your confidential or personal data. Consequently, you shall guarantee that all the necessary permits and authorizations have been obtained or retained for Huawei to provide the service as per the applicable laws, so that Huawei will not violate the applicable laws, your privacy policies, or your agreements with users when providing the service. If you return the hardware to Huawei, it indicates that you have made backup copies and removed any confidential, proprietary or personal information which stored in the hardware and grant Huawei to transfer it to Huawei repair center in any country for repair. You shall solely responsible for removal of all above-mentioned information before deliver the hardware to Huawei and further indemnify, defend and hold harmless Huawei from, against and in respect of any and all claims, liabilities, obligations, costs, expenses, penalties, fines, forfeitures, and judgments (at equity or at Law) imposed by any governmental authority or claimed by the third party, whenever arising or incurred, arising out of or relating to any failure to comply with all applicable laws in the transfer, dispose of above-mentioned information. Huawei may take proper measures to protect the security of your information, but Huawei shall not be liable for any direct or indirect liabilities incurred when Huawei obtains and processes the information during service delivery.

III. Warranty Applicability

1. Huawei provides warranty coverage only in the countries or regions where you purchase the products. The warranty service shall not be transferred to other countries or regions unless otherwise specified in this document. Where the equipment is moved to another country or region, the new customer can purchase maintenance service for the equipment after passing a review (e.g. equipment inspection) which is required before the maintenance service contract is signed.
2. No warranty can be transferred to other customers. Huawei provides warranty only for the original purchaser.
3. The warranty must comply with local laws or other applicable regulations.

IV. Compensation

Huawei and Huawei authorized service providers shall not be responsible for any direct or indirect financial losses caused by data losses or equipment failures or service interruptions, etc. In all cases, including one in which you and Huawei have a signed contract, the maximum compensation amount you can claim against Huawei for any losses caused by Huawei's faults shall not exceed the price you paid for the product or service.