

Diskology, Inc. Limited Warranty

NOTE – The following warranty is for all Diskology products. ICS products, including the Solo III and ImageMASSter products, are covered under the ICS limited warranty which can be found on the ICS website (www.ics-iq.com).

Diskology, Inc. warrants that our products are free from defects in materials and workmanship for a period of twelve (12) months from the date of purchase by the **original buyer**. If you discover physical defects or malfunction, Diskology, Inc. will, at our discretion, repair or replace the product. You must return the defective product to Diskology, Inc. within the warranty period accompanied by an RMA number that has been issued by Diskology, Inc. via our support department (which can be reached by filling out a support form [here](#)).

All products purchased from Diskology, Inc. include a 14-day unconditional money-back guarantee.

Diskology, Inc.'s products are shipped in cardboard boxes that have been designed and tested to ensure that our products can endure standard commercial shipping methods and still arrive in working order. We advise you to save your box and original packing materials in case you need to return the product(s) for any reason. If product(s) are returned without proper protective packaging, the warranty may be void.

When you receive your product(s), please note the following:

- That the shipping box does not have dents or visible damage.
- What you have received conforms to the packing list.
- There is no apparent damage to the product(s) or accessories.

If any shipping damage is found:

- Please contact the shipper immediately to inspect.
- Please contact our Technical Support Department to report the damage.

Diskology, Inc. will only accept product returns with a return merchandise authorization number (RMA). To obtain an RMA to return a product please call our Tech Support Department at (818) 998-5805 or contact them via email by filling out our support form [here](#). An RMA number and instructions for returning the product will be issued within two (2) working days.

The customer will prepay freight when shipping the defective unit back to Diskology, Inc. The repaired unit will be returned to the Customer on Diskology's account while the unit is under warranty. Once the warranty has expired, shipping charges to and from Diskology will be carried by the Customer.

What is not covered:

This limited warranty provided by Diskology, Inc. does not cover:

- Products which have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, or if repaired or serviced by anyone without prior authorization from Diskology, or if the model or serial number has been altered, tampered with, defaced or removed.
- Normal maintenance.
- Damage that occurs in shipment due to an act of God and/or cosmetic damage.
- LCD Screen on the Disk Jockey unit due to breakage or scratches.

Please note that External cables and accessories are covered by a 30-day warranty. This Agreement also does not include service (whether parts or labor) necessitated by any natural cause such as flood, tornado, earthquake or other acts of nature.

Limitation of Liabilities

The following limitations of Diskology liability apply:

Diskology is not liable for any incidental or consequential damages, including, but not limited to property damage, loss of time, loss resulting from use of a Diskology product, or any other damages resulting from breakdown or failure of a serviced product or from delays in servicing or inability to render service on Diskology product.

Diskology will make every effort to ensure proper operation of its product. It is, however, the Customer's responsibility and obligation to verify that the output of the Diskology product meets the Customer's quality requirement. Customer acknowledges that improper operation of Diskology product and /or software, or hardware products, can cause defective formatting or data loading to target drives. It is the customer, not Diskology, who is responsible for verifying that the drive meets the Customer's quality standards. Diskology will make efforts to solve any problems identified by the Customer.

Addendum 1 Limited Warranty

(Accessories)

These accessories carry a 30-Day Warranty:

External power and data cables

SATA adapter

Addendum 2 Limited Warranty

These products carry a 12 month warranty period:

Disk Jockey Portable Hard Drive Duplicator

Disk Jockey Portable Hard Drive Duplicator – Forensic Version