

## Limited Warranty and Connected Equipment Guarantee

Read the following terms and conditions carefully before using the CyberPower CP350SLG (the "Product"). By using the Product you consent to be bound by and become a party to the terms and conditions of this Limited Warranty and Connected Equipment Guarantee (together referred to as this "Warranty"). If you do not agree to the terms and conditions of this Warranty, you should return the Product for a full refund prior to using it.

### Who is Providing this Warranty?

CyberPower Systems (USA), Inc. ("CyberPower") provides this Limited Warranty.

### What Does This Warranty Cover?

This warranty covers defects in materials and workmanship in the Product under normal use and conditions. It also covers equipment that was connected to the Product and damaged because of the failure of the Product.

### What is the Period of Coverage?

This warranty covers the Product for three years and connected equipment for as long as you own the Product.

### Who Is Covered?

This warranty only covers the original purchaser. Coverage ends if you sell or otherwise transfer the Product.

### How Do You Get Service?

1. Call us at (877) 297-6937 or write to us at Cyber Power Systems (USA), Inc., 4241 12<sup>th</sup> Ave. E., STE 400, Shakopee, MN 55379 or send us an e-mail message at [claims@cyberpowersystems.com](mailto:claims@cyberpowersystems.com) for instructions.
2. When you contact CyberPower, identify the Product, the Purchase Date, and the item(s) of Connected Equipment. Have information on all applicable insurance or other resources of recovery/payment that are available to the Initial Customer and Request a Claim Number.
3. You must provide a dated Proof-of-Purchase receipt (or other proof of the original purchase) and provide a description of the defect.

### How Do You Open A Connected Equipment Claim?

1. Call us at (877) 297-6937 or write to us at Cyber Power Systems (USA), Inc., 4241 12th Ave. E., STE 400, Shakopee, MN 55379, or send us an e-mail message at [claims@cpsw.com](mailto:claims@cpsw.com) for instructions, within 10 days of the occurrence.
2. When you contact CyberPower, identify the Product, the Purchase Date, and the item(s) of Connected Equipment. Have information on all applicable insurance or other resources of recovery/payment that are available to the Initial Customer and Request a Claim Number.
3. You must provide a dated purchase receipt (or other proof of the original purchase) and provide a description of the damage to your connected equipment.
4. Pack and ship the product to CyberPower and, if requested, the item(s) of Connected Equipment, a repair cost estimate for the damage to the Connected Equipment, and all claim forms that CyberPower provides to you. Show the Claim Number on the shipping label or include it with the product. You must prepay all shipping costs, you are responsible for packaging and shipment, and you must pay the cost of the repair estimate.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

