

DENSO WAVE Warranty Period Extension Service Agreement

1. Warranty Period Extension Service

Denso Wave will extend the warranty period of a specified product (hereinafter referred to as "the product"), which was originally one year, to three years from the manufacturer's shipping date, provided that the product has been registered for the warranty period extension service through the company's web site.

2. Warranty scope

- 1) Under this warranty, if the product breaks down when used normally during the warranty period, the product will be repaired free of charge by the retailer from whom the customer purchased it. However, transportation, packaging and other necessary charges incurred when the product is mailed to the retailer will be borne by the customer.
- 2) This warranty is given only to the original purchaser of the product; this warranty does not transfer to any third persons to whom the original purchaser gave or sold the product.

3. Paid repair service

Even during the warranty period, the retailer will charge the customer for repair in the following cases:

- 1) The product has not been registered for the warranty period extension service through the web site;
- 2) The product broke down and/or was damaged due to improper use;
- 3) Consumable parts specified by Denso Wave^{*1} were damaged;
- 4) The product broke down and/or was damaged due to drop impacts, etc. after purchase;
- 5) The product developed trouble due to use of peripheral devices, accessories, consumable parts, etc. other than those specified by Denso Wave and/or due to shortage of any peripheral devices, accessories, consumable parts, etc.;
- 6) The product's appearance changed (the case surface was scratched, discolored, etc.) in the course of use;
- 7) The product broke down and/or was damaged due to improper maintenance, including repair, alteration and overhaul;
- 8) The product broke down due to exposure to mud, sand, water, etc.;
- 9) The product broke down due to improper storage, maintenance, etc.;
- 10) The product broke down and/or was damaged resulting from fire, salt damage, earthquake, wind and flood damage, lightning, abnormal voltage and other natural disaster; and

11) The product developed trouble resulting from failing to follow the operating instructions specified by Denso Wave.

*1 Consumable parts

Vibrator / Keyboard / I/F connector / charging terminal / Touch panel

4. What is not covered by this warranty

- 1) This warranty applies only to the main body of the product and does not apply to any accessories (a hand strap, etc.) or any consumable parts attached to the product (a sub-battery, etc.).
- 2) Denso Wave will not compensate for incidental damage resulting from a breakdown of the product (lost earnings resulting from business suspension, etc.).
- 3) This warranty does not apply to preventive inspection and maintenance since customers are responsible for conducting such preventive inspection and maintenance according to the instruction manual.

DENSO WAVE INCORPORATED