

90-Day Limited Warranty (Arcade Cabinets & Reproduction Parts)

Effective Date: Sep 10, 2025

Company: Alan-1, Inc.

Coverage Period: Ninety (90) days from the date of delivery to the original purchaser ("Warranty Period").

1) What This Warranty Covers

During the Warranty Period, Company warrants that:

- **Arcade cabinets** (including cabinet body, control deck, wiring harnesses, power supply, PCB/logic boards supplied by Company, buttons/joysticks installed by Company, and internal speakers) and
- **Arcade reproduction parts** (including cosmetic and functional replacement parts, wiring harnesses, control assemblies, coin mechs, marquees, bezels, decals, and reproduction PCBs sold by Company)
will be free from defects in **materials and workmanship** under **normal, intended use**.

At Company's option, the exclusive remedy is **repair, replacement with new or refurbished parts, or refund of the purchase price** (less shipping) if repair or replacement is not commercially reasonable.

2) What This Warranty Does Not Cover

This warranty excludes:

- **Wear and tear/consumables:** bulbs/LEDs, fuses, T-molding scuffs, artwork scratches, cosmetics, finishes, and any damage from routine use.
- **Improper installation or setup:** damage caused by incorrect wiring, over-voltage, ungrounded outlets, incorrect fusing, non-approved power strips, or failure to follow manuals.
- **Modifications/unauthorized service:** alterations, third-party firmware, non-Company parts added or substituted, tampering with serial or warranty labels.

- **Misuse/abuse/neglect:** liquid ingress, impacts, transport after delivery, outdoor exposure, high humidity, extreme temperatures, pests, smoke/fire, or use contrary to instructions.
- **Shipping damage after delivery:** see Section 7 for freight inspection procedures.
- **Compatibility claims for reproduction parts** beyond the models specifically listed on the product page.
- **Software/licenses/digital content** (functionality is governed by the applicable license).
- **Network/connectivity issues** or operator revenues/lost profits.
- **Units sold “AS-IS,” clearance, custom, or made-to-order** items (except DOA as defined in Section 4).

3) Who Is Covered / Transferability

This warranty applies **only to the original purchaser** from Company and is **non-transferable**.

4) Dead on Arrival (DOA) Window

If an item fails to power on or is non-functional upon arrival, contact Company **within 15 calendar days** of delivery with photos/video and a description. With a confirmed DOA:

- Company will provide an **RMA** and cover **two-way shipping** (continental U.S.) for repair or replacement.
- For international addresses, Company covers outbound shipping of the replacement; the customer covers return freight (unless prohibited by local law).

5) How to Make a Warranty Claim

Email support@alan-1.com with:

- Order number, product name/SKU, serial number (if present), and delivery date.
- Detailed description of the issue and troubleshooting already attempted.
- Photos/video of the defect and of the unit's serial/warranty labels.
Company may provide remote troubleshooting. If service is approved, Company will

issue an **RMA** with packing instructions. Items returned without an RMA may be refused.

6) What Company Will Do

Upon receipt and evaluation:

- If **repairable**, Company will repair the unit/part and return it.
- If **not repairable**, Company may replace with a new or refurbished item of equal or greater function.
- If neither is reasonable, Company may **refund** the purchase price (original shipping is non-refundable).

Labor & On-Site Service: Unless expressly stated in your invoice, warranty service is **parts-and-bench only**. On-site service, removal/reinstallation, and technician travel are **not** covered.

7) Freight Delivery & Damage at Arrival

Large cabinets ship via freight. Upon delivery:

- **Inspect before signing** the Bill of Lading. Note any damage on the driver's paperwork and take photos.
- **Concealed damage** must be reported to Company **within 48 hours** with photos/video and packaging retained.
Failure to note or timely report may limit available remedies with carriers and with this warranty.

8) International Orders

Customer is responsible for duties, taxes, brokerage, and customs clearance. Warranty support may be limited to **replacement parts shipment**; international labor, inbound freight, and local service are not covered.

9) Limitations & Disclaimers

To the **maximum extent permitted by law**:

- This is a **limited warranty** and **exclusive remedy**.
- Company disclaims all other warranties, express or implied, including **implied warranties of merchantability and fitness for a particular purpose**, and any warranties arising from course of dealing or usage of trade.
- Company is **not liable** for any **indirect, incidental, special, punitive, or consequential damages**, including lost profits, downtime, loss of use, or loss of data.
Some jurisdictions do not allow limitation of implied warranties or exclusion/limitation of incidental or consequential damages; these limitations may not apply to you, and you may have additional rights under applicable law.

10) Governing Law

These terms are governed by the laws of **the State of Utah of the United States of America**, without regard to conflicts principles, and any disputes shall be brought in the state or federal courts located in **Salt Lake County, Utah**, unless local consumer laws require otherwise.