

## Copyright Information

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## Kaidan Warranty and Return Policy

### A • Limited Warranty

In the event of a defect in materials or workmanship, Kaidan will repair the product with new or rebuilt parts for a period of three-hundred and sixty five (365) days from the date of original purchase. Such work will be performed free of charge. Follow the Product Return Procedure (Section D following).

Likewise, any software purchased from Kaidan also comes with a one year warranty if your disc or media is defective or damaged. This warranty is extended only to the original purchaser and is not transferable. A purchase receipt or other proof of original purchase will be required before warranty performance is rendered.

This warranty only covers failures due to defects in materials or workmanship which occur during normal use. It does not cover damages or failures which are caused from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, modification, service by anyone other than an authorized representative of Kaidan, Acts of God, or by products not supplied by Kaidan.

This warranty covers any damage incurred during original shipment of product to customer. Any item resold, or distributed by, and not explicitly manufactured by Kaidan will be covered by their respective company's product warranty.

### B • Warranty Exclusions

There are no express warranties except as listed above.

Kaidan shall not be liable for special, incidental, consequential or punitive damages, including, without limitation, loss of goodwill, profits or revenue, loss of the use of this product or any associated equipment, cost of substitute equipment, downtime costs, or claims of any party dealing with buyer for such damages, resulting from use of this product or arising from breach of warranty or contract, negligence, or any other legal theory.

All express and implied warranties, including the warranties of merchantability and fitness for a particular purpose, are limited to the applicable warranty period set forth above. Some states do not allow the exclusion or limitation of consequential damages, or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you.

This warranty and any claims which arise with the Kaidan product(s) are governed by the laws of the state of Pennsylvania. By purchasing this product, customer acknowledges and agrees to these Limits and Exclusions. If a problem with your Kaidan product develops during the warranty period, immediately contact Kaidan for assistance.

### C • Product Return Policy

All Kaidan products come with a 30-day return policy (a minimum 10 percent restocking fees will apply) from date of purchase, with the exception of software or videotapes.

Both of the aforementioned items are copyrighted and subject to the laws concerning intellectual property. Kaidan will replace defective software/videotapes free of charge upon return receipt of defective item(s). Products returned under this policy, excluding replacement of defective items, must be shipped at purchaser's expense. Purchaser must ship product with an approved traceable service, such as FedEx, and with appropriate levels of shipping insurance for the item being returned. Kaidan will not be held responsible for returned items lost or damaged in transit.

Kaidan will issue a refund to customer's account if the following conditions are satisfied:

#### 1) Receipt of item(s) in a restockable condition.

Criteria for Restockable Condition is as follows:

- All parts are included in box; hardware, manuals, discs, nuts/bolts, tools.
- No signs of damage; scratches, bent parts, missing pieces, markings, alterations, or additions to the product.
- All packaging materials are intact; foam, peanuts, cardboard, bubble bags.
- No signs of excess usage or wear to the product.

Items of Non-restockable condition are subject to the following:

- Restocking Fee/s - a minimum of 10 percent and possible additional fees based on the condition of the product (how the product best meets the criteria above), at Kaidan's discretion.

Non-Restockable Condition - constitutes the following:

- Missing parts; hardware, manuals, discs, nuts/bolts, tools, and packaging materials; foam, peanuts, cardboard, bubble bags.
- Signs of damage; scratches, bent parts, missing pieces, markings, alterations, additions to the product.
- Signs of excess usage or wear to the product.
- Damage or loss incurred during uninsured shipping to Kaidan. In this case, Kaidan cannot issue any type of refund. Customer will be responsible to submit claim with their shipping company.
- If damages occur in shipping, customer must submit claim with shipping company prior to any action by Kaidan.

### Items Part of Special Bundle

If item(s) are part of a special bundle offer, return of part of the bundle will void any special pricing and the item(s) remaining in the possession of the customer will revert to their regular Suggested Retail Price (SRP). The credit, to customer, will reflect the difference of the actual product SRP from the amount of credit due customer.

### Shipping Costs

All shipping costs, VAT, duties and return costs are sole responsibility of customer. If customer purchases thru Kaidan distributor or reseller, customer is responsible for all shipping and VAT costs incurred by that distributor or reseller. These charges are non-refundable.

For instructions on the return of your product, follow the Product Return Procedure below

### D • Product Return Procedure

When returning a product, customer must first contact Kaidan (or the distributor/reseller) and obtain a Return Material Authorization Number (RMA#). After receiving the RMA# customer will be instructed to return product directly to Kaidan. Returned goods must be shipped with an approved traceable service, such as FedEx, and with appropriate levels of shipping insurance for the item being returned. Kaidan will not be held responsible for returned items lost or damaged in transit. RMA numbers are valid for 15 days, and the product(s) must be received by Kaidan before the RMA expires. We are unable to accept for return any product(s) received after the expiration of the RMA.

### Return Packaging

The product packaging must reflect customer name, address, RMA# as well as Kaidan information:

Kaidan Incorporated  
703 E. Pennsylvania Blvd • Feasterville, PA 19053 • U.S.A.  
Attention: Return Department per RMA# \_\_\_\_\_

Contact Information: Voice: 215-364-1778 • Fax: 215-322-4186  
<http://www.kaidan.com> • E-mail: [info@kaidan.com](mailto:info@kaidan.com)