

Bridge Six (6) Month Limited Warranty

HOW CONSUMER LAW RELATES TO THIS WARRANTY

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS UNDER APPLICABLE LAW. OTHER THAN AS PERMITTED BY LAW, MTI DOES NOT EXCLUDE, LIMIT, OR SUSPEND OTHER RIGHTS YOU MAY HAVE. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR STATE.

WARRANTY LIMITATIONS SUBJECT TO CONSUMER LAW

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. MTI DISCLAIMS ALL STATUTORY AND IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, MTI LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT MTI'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

What is Covered by this Warranty?

Mezmo Technologies Inc. (“MTI”) warrants the Bridge branded hardware product and Bridge branded accessories contained in the original packaging (“Bridge Product”) against defects in materials and workmanship when used normally in accordance with Bridge’s published guidelines for a period of SIX (6) MONTHS from the date of original retail purchase by the end-user purchaser either through a reseller or directly from MTI (“Warranty Period”). MTI’s published guidelines include but are not limited to information contained in technical specifications, user manuals, and/or service communications.

Limitations of Warranty

The Warranty only applies to products purchased for use, not for commercial resale. It does not apply to open box purchases, which are sold “as is” and without any warranty. Software distributed by MTI with or without the Bridge brand (including, but not limited to

system software) is not covered by this Warranty. Please refer to the licensing agreement accompanying the software for details of your rights with respect to its use.

This Warranty does not apply to any of the following:

- a) limited-life consumable components and accessories that are subject to normal wear and tear, unless they are found to be defective or broken upon purchase of the Bridge Product. This includes, but is not limited to basic USB cords, modular plugs, adapters, protective coatings, cosmetic damage, and decorative finishes.
- b) Bridge Product where the factory-applied serial number, date code label or product label have been altered, defaced, or removed from the product, provided that such alteration, defacement, or removal prevents MTI from verifying the warranty status or original provenance of the product;
- c) defects or damages that result from: (i) improper storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.); (ii) contact with liquid, water, rain, earthquake, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat or other external cause; (iii) use of the product or accessories for an unintended purpose or subjecting the product or accessories to abnormal usage or conditions; or (iv) other acts or misuses which are not the fault of MTI;
- d) damage to the Bridge Product caused by improper operation, maintenance, installation, or attempted repair by anyone other than MTI or an MTI authorized reseller that is authorized to carry out MTI warranty work. The Warranty does not cover defects or damages that result from the use of third party parts, accessories, or other peripheral equipment;
- e) Bridge Product or accessories that have been lost; and
- f) A Bridge Product that has been modified to alter functionality or capability without the written permission of MTI which materially affects the Bridge Product's performance, safety, or functionality.

Any consumable components and accessories that malfunction within fourteen (14) days after they have been purchased are deemed to have been defective or broken upon purchase.

What will Bridge do in the Event of Warranty Breach?

During the Warranty Period, MTI will repair or replace (at MTI's sole discretion) the product or any defective parts ("Warranty Service"). If repair or replacement is not commercially practicable or cannot be carried out in a timely manner, MTI may choose to refund to you the purchase price paid for the affected product. Unless communicated otherwise in writing by MTI, the defective product must be returned and received at MTI's designated address before a replacement is shipped. Repair or replacement under these Warranty terms does not give the right to any extension or a recommencement of the Warranty Period. DURING WARRANTY SERVICE THE

CONTENTS OF THE STORAGE MEDIA WILL BE DELETED, DESTROYED, OR REFORMATTED. MTI AND ITS AGENTS ARE NOT RESPONSIBLE FOR ANY LOSS OF SOFTWARE PROGRAMS, SETTINGS, DATA OR OTHER INFORMATION CONTAINED ON ANY BRIDGE PRODUCT OR ANY OTHER PART OF THE BRIDGE PRODUCT SERVICED.

How to Obtain Warranty Service

To obtain Warranty Service, the following options are available to you: 1) email support@bridgecaption.com to file a claim; or 2) reach out to your dedicated account manager (for Enterprise Plan subscribers). The defective product must be returned to the authorized reseller or MTI in its original packaging, if possible, or packaging affording an equal degree of protection.

The following information must be presented to obtain Warranty Service:

- The defective product and accompanying serial number;
- Proof of purchase, which clearly indicates the name and address of the authorized reseller (if purchased from reseller), date of purchase and the product type;
- Customer contact details, including address for replacements; and
- A brief written statement on your reason for return

LIMITATIONS OF LIABILITY

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, MTI IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY, INCLUDING BUT NOT LIMITED TO LOSS OF USE; LOSS OF REVENUE; LOSS OF ACTUAL OR ANTICIPATED PROFITS (INCLUDING LOSS OF PROFITS ON CONTRACTS); LOSS OF THE USE OF MONEY; LOSS OF ANTICIPATED SAVINGS; LOSS OF BUSINESS; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA; OR ANY INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE HOWSOEVER CAUSED INCLUDING THE REPLACEMENT OF EQUIPMENT AND PROPERTY.

THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENCE ACTS AND/OR OMISSIONS. MTI DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY BRIDGE PRODUCT UNDER THIS WARRANTY OR REPLACE THE BRIDGE PRODUCT WITHOUT RISK TO OR LOSS OF INFORMATION STORED IN THE BRIDGE PRODUCT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.