

Announcement To Customers: Change of Brand Name

09/06/2016

Mytrix Technology LLC

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Dear Customers,

We had switched our brand from “Cytrix Technology” to “Mytrix Technology”. The product Complex 11t Tablet we sold under the brand “Cytrix Technology” would be continuing warranted under the new brand “Mytrix Technology”, and obey the Mytrix Technology Product Warranty Policy without exception. We will make sure the sum of the warranty period under brand “Cytrix Technology” and “Mytrix Technology” would match warranty period on the Mytrix Technology Product Warranty Policy. It’s only works for the products original purchase from [uShopMall]. For example, if you bought a “Cytrix Complex 11t Tablet” from [uShopMall] half years ago, you will still have half year hardware warranty under brand “Mytrix Technology”.

You can find the detail of Mytrix Technology Product Warranty attached, or read it by visiting our website <http://www.mytrixtech.com/warranty>. Please contact us directly if you have any question or concern.

Sincerely,

Mytrix Technology Support Team

Mytrix Technology Product Warranty

V1.1

1. Hardware

Mytrix Technology warrants the Mytrix Technology product (“Product(s)”) hardware, to the original consumer purchaser, except for consumable items such as the pen cartridges, tablet surface sheet and nibs, to be free from defects in materials and workmanship under normal use and service for a period of one (1) year (“Warranty Period”), from the date of original purchase from [uShopMall], as evidenced by a copy of the receipt and registration with Mytrix Technology within 30 days of purchase.

This Warranty applies only if the Product was newly manufactured on the Date of Purchase and not sold as used, refurbished or manufacturing seconds. The Warranty does not cover bundled accessories, which were delivered together with the Product such as: cables, bag, mouse etc. Mytrix Products that are purchased from a third-party seller are not covered under this Warranty.

If you have purchased a Mytrix Technology Product that includes a rechargeable battery, Mytrix warrants the battery, to the original consumer purchaser, to be free from defects in materials and workmanship for a period of one (1) year from the date of original retail purchase of the Mytrix Technology Product with that battery. As with all batteries, the maximum capacity of the battery included in the Mytrix Technology Product will decrease with time and/or use. This battery warranty does not cover changes in battery capacity except if they are caused by defects in materials or workmanship or the battery capacity drops to less than 50% of the original capacity. To determine whether your battery has had a warranted failure, you may be required to run a Mytrix Technology diagnostic test. This Limited Warranty does not cover any battery if

- 1.The battery has been charged by a battery charger not specified or approved by Mytrix Technology for charging the battery;
- 2.The battery has been discharged excessively and the internal protection circuit has been activated, (iii) any of the seals on the battery are broken or show evidence of tampering;
- 3.The battery has been used in equipment other than the Mytrix Technology Product for which it is specified.

Battery life is not warranted and will vary depending on product configuration and usage, including but not limited to product model, applications running, power management settings, and product features.

IMPORTANT: The batteries in Mytrix Technology products are not consumer replaceable. You must return the Mytrix Technology Product to Mytrix Technology or an authorized service center for any battery replacement, whether covered by the warranty or not.

Upon discovery of a defect in the Mytrix Technology Product, except in the Software, within the Warranty Period, you should contact Mytrix Technology Technical Support via telephone, email, to obtain an RMA (Return Merchandise Authorization) number and instructions for shipping the product to a service location designated by Mytrix Technology. You should send the product to the designated service location, accompanied by the return authorization number, your name, address and telephone number, proof of purchase date, and a description of the defect. You are responsible for one-way shipping cost. Mytrix Technology will pay for return shipping by Federal Express or by an equivalent service as chosen by Mytrix Technology.

IMPORTANT: YOU MUST BACK UP ALL YOUR DATA AND DIGITAL MATERIALS BEFORE RETURNING YOUR CYTRIX PRODUCT TO CYTRIX TECHNOLOGY FOR ANY REASON. TO PROTECT YOUR PRIVACY AND PERSONAL INFORMATION, CYTRIX TECHNOLOGY WILL ERASE ALL DATA AND INSTALL A FRESH OPERATING SYSTEM IMAGE ON EVERY CYTRIX PRODUCT RETURNED TO CYTRIX TECHNOLOGY, BEFORE REPLACING THE BATTERY OR DOING ANY WARRANTY OR OTHER REPAIR WORK.

Mytrix Technology's sole obligation and entire liability under this warranty shall be, at Mytrix Technology's option, either the repair or replacement of the defective Mytrix Technology Product or parts thereof of which Mytrix Technology is notified during the Warranty Period; provided, however, that you are responsible for

- 1.The cost of transportation of the Mytrix Technology Product to the designated service location and
- 2.Any loss or damage to the Mytrix Technology Product resulting from such transportation.

Mytrix Technology shall have no responsibility to repair or replace the Mytrix Technology Product if the failure of the Mytrix Technology Product has resulted from improper installation, operation, cleaning or maintenance, accident, abuse, misuse, negligence, or unauthorized modification or repair, any software programs, normal wear and tear or any other event, act, default or omission outside Mytrix Technology's control, or if it has been handled or stored other than in accordance with Mytrix Technology's storage instructions.

All repaired/replaced Products will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for ninety (90) days, whichever is longer.

If the Product is under Warranty, You hereby agree to transfer the ownership of replaced defective parts and such parts shall automatically become the property of Mytrix Technology.

Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the Mytrix Technology Product, shall not be construed as an express warranty that the Mytrix Technology Product will conform or comply with your requirements.

2.Software

Any Software delivered with the Product is provided "as-is". Mytrix Technology does not guarantee uninterrupted or erro-free operation of any software provided with the Product. For problems with the software, we advise customers to review the user manuals, or other online resources.

3. Customer responsibility

When using the Product

1. Read the user manual first and use the Product only according to the user manual.
2. Do not leave the Product connected to the power supply once it is fully charged and not turned on. Some electrical items are not designed to be left connected to the power supply for extended periods of time.
3. Periodically back up your data stored on the Product.
4. Keep the original packaging. In case the Product needs to be returned for repair, original packaging provides a better protection for the Product during transportation.
5. Please check the manual before contacting the customer service.
6. If the Product is designed with the TPM (Trusted Platform Module) function, keep the embedded security chip pre-boot password in a safe place (Note: Due to the design of TPM, it is not possible for Mytrix Technology to reset the embedded security chip pre-boot password. If the password is lost, the Product can only be repaired by replacing the entire motherboard, which is not covered under the Warranty.)

EXCEPT FOR THE LIMITED WARRANTY DESCRIBED ABOVE, THERE ARE NO OTHER WARRANTIES MADE BY CYTRIX TECHNOLOGY ON THIS PRODUCT. NO ORAL OR WRITTEN INFORMATION OR ADVICE GIVEN BY CYTRIX TECHNOLOGY, ITS DEALERS, DISTRIBUTORS, AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY, AND YOU MAY NOT RELY ON ANY SUCH INFORMATION OR ADVICE. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY. CYTRIX TECHNOLOGY LIMITS THE DURATION OF ANY LEGALLY IMPLIED WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, TO THE DURATION OF CYTRIX TECHNOLOGY'S EXPRESS WARRANTY.

SOME STATES OR COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. NEITHER CYTRIX TECHNOLOGY NOR ANYONE ELSE WHO HAS BEEN INVOLVED IN THE CREATION, PRODUCTION, OR DELIVERY OF THIS PRODUCT SHALL BE LIABLE FOR ANY DIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES (INCLUDING DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION AND THE LIKE) ARISING OUT OF THE USE OF OR INABILITY TO USE SUCH PRODUCT, EVEN IF CYTRIX TECHNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

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.



In the event that any of the above limitations are held unenforceable, Myrix Technology's liability for any damages to you or any party shall not exceed the purchase price you paid, regardless of the form of any claim.

This Limited Warranty is governed by the laws of the United States of America and the state of Washington.

This Limited Warranty is valid for and only applies to Myrix Technology Products purchased and used inside the Americas, i.e. the United States (and its territories or possessions).