

## DOLBY® LIMITED HARDWARE WARRANTY & SOFTWARE MAINTENANCE POLICY EFFECTIVE AS OF SEPTEMBER 2019

### ELIGIBILITY

- This policy only applies to the eligible hardware products listed in Schedule A attached hereto.

### HARDWARE WARRANTY

- During the term of the new product limited hardware warranty identified in Schedule A, Dolby will repair or, at its option, replace hardware components of eligible products that prove to be defective in materials and/or workmanship during the applicable warranty coverage term, provided the product is returned (shipping prepaid) to Dolby direct or via an authorized dealer in accordance with Dolby's RMA Policy which is available here:

[www.dolby.com/us/en/about/warranty-and-maintenance-policies.html](http://www.dolby.com/us/en/about/warranty-and-maintenance-policies.html)

If the product is not on Schedule A, the limited warranty term is 1 year.

### SOFTWARE MAINTENANCE

- During the term of the new product limited software maintenance identified in Schedule A, Dolby will provide customers of eligible products with software updates, fixes, security alerts, critical patch updates, upgrade scripts, general maintenance releases and documentation updates (collectively, "Software Updates") when such Software Updates are made generally available. If the product is not on Schedule A, the software maintenance term is 3 years if applicable.
- Software Maintenance does not include upgrades to new software releases, features or functionality.
- All Software Updates are delivered by electronic download and customers are responsible for downloading and installing Software Updates.

### PARTS WARRANTY

- Dolby warrants all parts for 1 year from purchase

### LIMITATIONS

- Dolby warrants that all warranty repairs and software maintenance will be provided in a professional manner consistent with industry standards. The customer must notify Dolby of any deficiencies with warranty repairs within 90 days of customer's receipt of repaired products. FOR ANY BREACH OF FOREGOING WARRANTY, THE CUSTOMER'S EXCLUSIVE REMEDY, AND DOLBY'S ENTIRE LIABILITY, SHALL BE THE PERFORMANCE OF THE SERVICES, OR IF DOLBY CANNOT PERFORM THE SERVICES IN A COMMERCIALY REASONABLE MANNER, THE CUSTOMER MAY TERMINATE THE WARRANTY AND MAINTENANCE COVERAGE, AND DOLBY WILL RE-FUND THE FEES PAID TO DOLBY FOR THE DEFICIENT SERVICES.
- ALL OTHER WARRANTIES, CONDITIONS AND OTHER TERMS WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, SATISFACTORY QUALITY, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED TO THE FULLEST EXTENT PERMITTED BY LAW.

- Dolby's warranty coverage and software maintenance only covers against defects in materials and/or workmanship in products manufactured by Dolby. Defects in third party products are not covered under this policy. Defects caused by customer or third party modifications, physical damages, misuse, accidents, improper installation, environmental operating conditions, and connectivity (audio, network, and electrical), unauthorized repairs, are excluded from coverage under this policy, and may result in coverage becoming void.
- Hardware warranty and software maintenance coverage is provided on a product by product, serial number basis and is tied to a specific product serial number. Coverage may not be applied to multiple products.
- This policy does not include removal, packing or reinstallation services. If further assistance is required, please contact customer support to inquire about such assistance and Dolby's then-current rates.

## EXTENDED COVERAGE

- For select products, customers may purchase extended hardware warranty and software maintenance coverage in addition to the coverage included at purchase (if applicable). Any extended coverage must be purchased prior to the expiration of then current coverage period in effect (whether the initial coverage term or any extended coverage term), and failure to purchase extended coverage for the product prior to the expiration of the then current coverage term may negate customers right to purchase additional extended coverage. Extended coverage commences upon the expiration of the initial coverage term.

## RIGHT TO DISCONTINUE PRODUCTS

- Dolby reserves the right to discontinue hardware products at any time in its sole discretion.
- If a product is discontinued, Dolby will provide warranty coverage and software maintenance for the covered hardware product up to the discontinuance date, and Dolby will refund any fees paid for hardware warranty and software maintenance coverage subsequent to the discontinuance date.

## THIS POLICY IS SUBJECT TO CHANGE AT DOLBY'S DISCRETION

## SCHEDULE A

### CINEMA PRODUCTS

Cinema Products	New Product Limited Hardware Warranty Term (Years Included in Product Purchase)	New Product Software Maintenance Term (Years Included in Product Purchase)
Dolby Cinema Processor CP950	3	5
Dolby Atmos Cinema Processor CP850	3	5
Dolby Atmos Interface DAC3202	1	3
Dolby Digital Cinema Processor CP750	1	5
Dolby Integrated Media Server (IMS)	3	5
Dolby Integrated Media Block (IMB)	3	5
Dolby ShowVault	3	5
Dolby Cinema Speakers	3	0
Dolby Multichannel Amplifier (DMA)	3	5

### BROADCAST PRODUCTS

Broadcast Products	New Product Limited Hardware Warranty Term (Years Included in Product Purchase)	New Product Software Maintenance Term (Years Included in Product Purchase)
Dolby Professional Reference Decoder DP580	1	3

### ACCESSIBILITY PRODUCTS

Accessibility Products	New Product Limited Hardware Warranty Term (Years Included in Product Purchase)	New Product Software Maintenance Term (Years Included in Product Purchase)
Dolby AccessLink	1	3
Dolby CaptiView Display	1	3
Dolby CaptiView Transmitter	1	3
Dolby Fidelio Receiver	1	3
Dolby Fidelio Transmitter	1	3