Tableau Product Warranty Policy

Standard Product Warranty

OpenText warrants its Tableau products (except TX1) against defects in workmanship and parts for a period of one (1) year from the date of original end-user purchase.\(^1,2\) This warranty is non-transferrable from the original equipment owner.

OpenText warrants its TX1 Imager against defects in workmanship and parts for a period of three (3) years from the date of original end-user purchase.\(^1,2\) This warranty is non-transferrable from the original equipment owner. TX1 kit contents are covered under the standard one-year product warranty.

Products must be purchased from an Authorized Tableau Reseller, VAR, an authorized reseller sales agent, or direct from OpenText to qualify for the standard product warranties.

Extended Warranty End-User Price Schedule

Tableau resellers are authorized to offer their customers an extension to the standard product warranty. This extends the standard warranty from 12 months to 36 months (from the date of original purchase). No extended warranty is available for the TX1 since the standard warranty is already at 36 months.

Extended warranties must be purchased at the time of product delivery to the end-user. All standard warranty limitations and exclusions as identified below will apply.

At this time, OpenText does not offer an extended warranty purchase option for cables, adapters, power supplies, or other forensic product accessories.

All Tableau distributors must supply the corresponding Tableau product serial number (now visible externally on all Tableau products) at the time of extended warranty registration.

Limitations on Warranty

OpenText’s limited warranty provides that, subject to the following limitations, each Product will be free from defects in material and workmanship and will conform to OpenText’s specification for the particular Product.
Limitation of Remedies

Your exclusive remedy for any defective Product is limited to the repair or replacement of the defective Product. OpenText may elect which remedy or combination of remedies to provide at its sole discretion. OpenText shall have a reasonable amount of time after determining that a defective Product exists to repair or replace a defective Product. The replacement Product under its limited warranty will be manufactured from new and serviceable used parts. The warranty applies to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

Limitation of Damages

OpenText’s entire liability for any defective Product shall in no event exceed the purchase price for the defective Product, that is, the price paid to OpenText by the authorized distributor or authorized reseller for said Product.

No Consequential or Other Damages

OpenText has no liability for general, consequential, incidental or special damages. These include loss of recorded data, the cost of recovery of lost data, lost profits and the cost of the installation or removal of any Products, the installation of replacement Products, and any inspection, testing, or redesign caused by any defect or by the repair or replacement of Products arising from a defect in any Product.

Your Use of the Product

OpenText will have no liability for any Product returned if it is determined that:

- The asserted defect:
  1. Is not present
  2. Cannot reasonably be fixed because of damage occurring when the Product is in the possession of someone other than OpenText, or
  3. Is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external covers), accident or mishandling while in the possession of someone other than OpenText.
- The Product was not sold to you as new.
- The Product was stolen.
Additional Limitations on Warranty

This warranty does not cover Products which have been received improperly packaged, altered, or physically damaged. Products will be inspected upon receipt.

1. Packaging
   a. Improperly packaged
   b. Non-qualified shipping container

2. Alterations
   a. Counterfeit label(s) or label(s) have been switched.
   b. Labels exhibit tampering

3. Damage
   a. Broken pins on connector
   b. Connector(s) are damaged, cracked, missing or broken
   c. Deep scratch or defacement
   d. Loose, damaged, or missing screws
   e. Alterations to circuit board

In the United States, some states do not allow exclusion or limitation of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

\[1\] Warranty claims must be substantiated by a bill of sale showing the date of purchase and the name of the Tableau reseller from whom the products were originally purchased.

\[2\] At its discretion, OpenText may define device component warranty periods which exceed the one (1) year standard product warranty.

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