



Priority Level: Low — Useful Information

Attention:	All Service Personnel	Bulletin: SB-037 Date: 10/17/2007
Products:	All New Dedicated Cabinets Released after September 2007	
Issue:	GLOBAL VR Offers One-Year Warranty on Newly Released Products	

GLOBAL VR is pleased to announce that beginning with its new line of products, a full one-year warranty on all major electronic components is now provided on all dedicated game cabinets sold and operated in North America. Parts such as displays, motor drive circuitry, I/O circuitry and PCs are all covered under this new program. The first games to enjoy this warranty will be EA SPORTS™ NASCAR Racing that began shipping this September, as well as America's Army, which was introduced at the same time.

"At GLOBAL VR we are committed to building quality products and are willing to back our words with action," stated Jim DeRose, GLOBAL VR President and CEO. "We have no doubt that GLOBAL VR games are now some of the best built games in the industry. As a leading manufacturer, we are going to stand behind our products in order to demonstrate our confidence. This extended warranty, coupled with our aggressive pricing, should be proof of our commitment to support both operators and distributors as we work together to revive this industry."

LIMITED WARRANTY for Dedicated Game Cabinets Released After September 2007 (North America Only)

GLOBAL VR® warrants that its Major Electronic Components are free from defects in materials and workmanship under normal use and service for a period of one (1) year from the date of sale. (90 days for conversion kits.)

All software and accompanying documentation furnished with, or as part of the Product, is supplied "AS IS" with no warranty of any kind except where expressly provided otherwise in any documentation or license agreement furnished with the Product.

During the warranty period, GLOBAL VR® will, at no charge, repair the Product, provided:

- Purchaser believes that the Product is defective in material or workmanship and promptly notifies GLOBAL VR® in writing with an explanation of the claim;
- All claims for warranty service are made within the warranty period;
- Products are returned adequately packed and freight prepaid to GLOBAL VR®'s designated service center;
- GLOBAL VR®'s inspection or test of the Product verifies to GLOBAL VR®'s satisfaction that the alleged defect(s) existed and were not caused by accident, misuse, neglect, unauthorized or attempted repair or testing, unauthorized modification, incorrect installation, vandalism, failure to follow the maintenance schedule or procedures; or operation in out-of-specification environmental conditions.

GLOBAL VR® will return the repaired Product freight prepaid to the Purchaser. All freight costs associated with replacement of warranty parts after expiration of the original warranty period are the responsibility of the Purchaser. GLOBAL VR® is not obligated to provide the Purchaser with a substitute unit or on-site service during the warranty period or at any time. If after investigation GLOBAL VR® determines that the reported problem was not covered by the warranty, Purchaser shall pay GLOBAL VR® for the cost of investigating the problem at its then prevailing per incident billing rate. No repair or replacement of any Product or part therein shall extend the warranty period as to the entire Product. The warranty on the repaired part shall be in effect for the remainder of the original warranty period, but will not exceed the original warranty period.

Purchaser's exclusive remedy and GLOBAL VR®'s sole obligation is to supply or pay for all labor necessary to repair any Product found to be defective within the warranty period and to supply, at no extra charge, new or rebuilt replacements for defective parts. If repair or replacement fails to remedy the defect, then, and only in such event, shall GLOBAL VR® refund to Purchaser the purchase price for said Product. Purchaser's failure to make a claim as provided above or continued use of the Product shall constitute an unqualified acceptance of said Product and a waiver by Purchaser of all claims thereto.

IN NO EVENT SHALL GLOBAL VR® BE LIABLE FOR LOSS OF PROFITS, LOSS OF USE, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM OPERATION OF THE GAME IN ANY CONDITION. GLOBAL VR® SHALL NOT BE RESPONSIBLE FOR THE SUITABILITY, PERFORMANCE, OR SAFETY OF ANY NON- GLOBAL VR® PART OR ANY MODIFICATION PERFORMED BY ANY PRODUCT DISTRIBUTOR UNLESS SUCH WORK IS EXPRESSLY AUTHORIZED IN ADVANCE BY GLOBAL VR®.

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESSED OR IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND ALL OTHER OBLIGATIONS OR LIABILITIES ON GLOBAL VR®'S PART, EXCEPT FOR ANY EXPRESS WARRANTY SET FORTH IN A WRITTEN CONTRACT BETWEEN GLOBAL VR® AND PURCHASER CONTAINING SPECIFIC TERMS WHICH SUPERSEDE THE TERMS HEREIN. THIS WARRANTY DOES NOT AUTHORIZE ANY OTHER PERSON TO ASSUME OTHER LIABILITIES, IF ANY, CONNECTED WITH THE SALE OF PRODUCTS BY GLOBAL VR®.