

VENDOR CONTRACT

Between En-Net Services, LLC and
(Company Name)

THE INTERLOCAL PURCHASING SYSTEM (TIPS)

For

NETWORKING EQUIPMENT, SOFTWARE AND SERVICES #01071615

General Information

The vendor contract shall include the contract, the terms and conditions, special terms and conditions, any agreed upon amendments, as well as all of the sections of the solicitation and the awarded vendor's proposal. Once signed, if an awarded vendor's proposal varies or is unclear in any way from the TIPS contract, TIPS, at its sole discretion, will decide which provision will prevail. Other documents to be included are the awarded vendor's proposals, task orders, purchase orders and any adjustments which have been issued.

The following pages will constitute the contract between the successful vendors(s) and TIPS. Bidders shall state, in a separate writing, and include with their proposal response, any required exceptions or deviations from these terms, conditions, and specifications. If agreed to by TIPS, they will be incorporated into the final contract.

The Vendor Contract ("Contract") made and entered into by and between The Interlocal Purchasing System (hereinafter referred to as "TIPS" respectfully) a government cooperative purchasing program authorized by the Region VIII Education Service Center, having its principal place of business at 4845 US Hwy 271 North, Pittsburg, Texas 75686. This contract consists of the provisions set forth below, including provisions of all Attachments referenced herein. In the event of a conflict between the provisions set forth below and those contained in any Attachment, the provisions set forth shall control.

Definitions

PURCHASE ORDER is the TIPS member's approval providing the authority to proceed with the negotiated delivery order under the contract. Special terms and conditions as agreed to between the vendor and TIPS member will be added as addendums to the PO. Items such as certificate of insurance, bonding requirements, small or disadvantaged business goals are some of the addendums possible.

Contract – NETWORKING EQUIPMENT, SOFTWARE AND SERVICES

PREMIUM HOURS are defined as those hours not included in regular hours or recognized holidays. Premium hours are to be approved by the TIPS member for each delivery order and noted in the delivery order proposal as a line item during negotiations.

REGULAR HOURS are defined as those hours between the hours of 7 AM and 6 PM Monday thru Friday.

Terms and Conditions

Freight

All deliveries shall be freight prepaid, F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Warranty Conditions

All supplies equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new unless clearly stated in writing.

Customer Support

The Vendor shall provide timely and accurate customer support to TIPS members. Vendors shall respond to such requests within one (1) working day after receipt of the request. Vendor shall provide training regarding products and services supplied by the Vendor unless otherwise clearly stated in writing at the time of purchase. (Unless training is a line item sold or packaged and must be purchased with product.)

Contracts

All contracts and agreements between Vendors and TIPS Members shall strictly adhere to the statutes that are set forth in the Uniform Commercial Code as most recently revised.

Contracts for purchase will normally be put into effect by means of a purchase order(s) executed by authorized agents of the participating government entities.

Davis Bacon Act requirements will be met when Federal Funds are used for construction and/or repair of buildings.

Tax exempt status

A taxable item sold, leased, rented to, stored, used, or consumed by any of the following governmental entities is exempted from the taxes imposed by this chapter:(1) the United States; (2) an unincorporated instrumentality of the United States; (3) a corporation that is an agency or instrumentality of the United States and is wholly owned by the United States or by another corporation wholly owned by the United States;(4) the State of Texas; (5) a Texas county, city, special district, or other political subdivision; or (6) a state, or a governmental unit of a state that borders Texas, but only to the extent that the other state or governmental unit

exempts or does not impose a tax on similar sales of items to this state or a political subdivision of this state. Texas Tax Code § 151.309.

Assignments of contracts

No assignment of contract may be made without the prior written approval of TIPS. Payment can only be made to the awarded Vendor or vendor assigned dealer.

Disclosures

1. Vendor affirms that he/she has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with this contract.
2. Vendor shall attach, in writing, a complete description of any and all relationships that might be considered a conflict of interest in doing business with participants in the TIPS program.
3. The vendor affirms that, to the best of his/her knowledge, the offer has been arrived at independently, and is submitted without collusion with anyone to obtain information or gain any favoritism that would in any way limit competition or give an unfair advantage over other vendors in the award of this contract.

Renewal of Contracts

The NETWORKING EQUIPMENT, SOFTWARE AND SERVICES contract is for one (1) year with an option for renewal for 2 consecutive years. Total term of contract can be up to 3 years if sales are reported through the contract and both parties agree.

Shipments

The Vendor shall ship ordered products within five (5) working days after the receipt of the order. If a product cannot be shipped within that time, the Vendor shall notify TIPS and the requesting entity as to why the product has not shipped and shall provide an estimated shipping date, if applicable. TIPS or the requesting entity may cancel the order if estimated shipping time is not acceptable.

Invoices

The Vendor or vendor assigned dealer shall submit invoices, to the TIPS participant. Each invoice shall include the TIPS participant's purchase order number. The shipment tracking number or pertinent information for verification of TIPS participant receipt shall be made available upon request. The Vendor or vendor assigned dealer shall not invoice for partial shipments unless agreed to in writing in advance by TIPS and the TIPS participant.

Payments

The TIPS participant will make payments directly to the Vendor or vendor assigned dealer at net 30 days after receiving invoice.

Pricing

The Vendor contracts to provide pricing to TIPS and its participating governmental entities that is the lowest pricing available to like cooperative purchasing customers and the pricing shall remain so throughout the duration of the contract.

The Vendor agrees to promptly lower the cost of any product purchased through TIPS following a reduction in the manufacturer or publisher's direct cost to the Vendor. Price increases will be honored. However, the Vendor shall honor previous prices for thirty (30) days after written notification to TIPS of an increase.

All pricing submitted to TIPS shall include the Two Percent (2%) participation fee to be remitted to TIPS by the Vendor. Vendor will not show adding the 2% to the invoice presented to customer.

Participation Fees

Vendor or vendor assigned dealer contracts to pay 2% of all sales to TIPS on a monthly scheduled report. TIPS will email a Monthly Submission Report to each vendor. The Vendor or vendor assigned dealer is responsible for keeping record of all sales that go through the TIPS contract. Report may be sent to TIPS electronically while check for 2% is mailed. Failure to pay 2% participation fee will result in termination of contract.

Indemnity

- 1. Indemnity for Personality Contracts.** Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's performance of this contract, including all such causes of action based upon common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, invitees, whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.
- 2. Indemnity for Performance Contracts.** The Vendor agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees from and against all claims and suits for damages, injuries to persons (including death), property damages, losses, and expenses including court costs and attorney's fees, arising out of, or resulting from, Vendor's work under this contract, including all such causes of action based upon

common, constitutional, or statutory law, or based in whole or in part, upon allegations of negligent or intentional acts on the part of the Vendor, its officers, employees, agents, subcontractors, licensees, or invitees. Vendor further agrees to indemnify and hold harmless and defend TIPS, TIPS member(s), officers and employees, from and against all claims and suits for injuries (including death) to an officer, employee, agent, subcontractor, supplier or equipment lessee of the Vendor, arising out of, or resulting from, Vendor's work under this contract whether or not such claims are based in whole or in part upon the negligent acts or omissions of the TIPS, TIPS member(s), officers, employees, or agents.

Attorney's Fees--Texas Local Government Code § 271.159 is expressly referenced.

Pursuant to §271.159, TEXAS LOC. GOV'T CODE, in the event that any one of the Parties is required to obtain the services of an attorney to enforce this Agreement, the prevailing party, in addition to other remedies available, shall be entitled to recover reasonable attorney's fees and costs of court.

Multiple Vendor Awards

TIPS reserves the right to award multiple vendor contracts for categories when deemed in the best interest of the TIPS membership. Bidders scoring 80% or above will be considered for an award. Categories are established at the discretion of TIPS.

State of Texas Franchise Tax

By signature hereon, the bidder hereby certifies that he/she is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code.

Miscellaneous

The Vendor acknowledges and agrees that continued participation in TIPS is subject to TIPS sole discretion and that any Vendor may be removed from the participation in the Program at any time with or without cause. Nothing in the contract or in any other communication between TIPS and the Vendor may be construed as a guarantee that TIPS participants will submit any orders at any time. TIPS reserves the right to request additional proposals for items already on contract at any time.

Purchase Order Pricing/Product Deviation

If a deviation of pricing/product on a purchase order occurs, TIPS is to be notified within 24 hours of receipt of order.

Cancellation for non-performance or contract deficiency

TIPS may terminate any contract if TIPS Members have not used the contract, or if purchase volume is determined to be "low volume" in any 12-month period. TIPS reserves the right to cancel the whole or any part of this contract due to failure by awarded vendor to carry out any

obligation, term or condition of the contract. TIPS may issue a written deficiency notice to awarded vendor for acting or failing to act in any of the following:

- Providing material that does not meet the specifications of the contract;
- Providing work and/or material that was not awarded under the contract;
- Failing to adequately perform the services set forth in the scope of work and specifications;
- Failing to complete required work or furnish required materials within a reasonable amount of time;
- Failing to make progress in performance of the contract and/or giving TIPS reason to believe that awarded vendor will not or cannot perform the requirements of the contract; and/or
- Performing work or providing services under the contract prior to receiving a TIPS reviewed purchase order for such work.

Upon receipt of the written deficiency, awarded vendor shall have ten (10) days to provide a satisfactory response to TIPS. Failure to adequately address all issues of concern may result in contract cancellation. Upon cancellation under this paragraph, all goods, materials, work, documents, data and reports prepared by awarded vendor under this contract shall become the property of the TIPS Member on demand.

TIPS Member Purchasing Procedures

Purchase orders are issued by participating TIPS member to the awarded vendor indicating on the PO "Contract Number 01071615". Purchase Order is emailed to TIPS at tipspo@tips-usa.com.

- Awarded vendor delivers goods/services directly to the participating member.
- Awarded vendor invoices the participating TIPS member directly.
- Awarded vendor receives payment directly from the participating member.
- Awarded vendor reports sales monthly to TIPS (unless prior arrangements have been made with TIPS to report monthly).

Form of Contract

The form of contract for this solicitation shall be the Request for Proposal, the awarded proposal(s) and best and final offer(s), and properly issued and reviewed purchase orders referencing the requirements of the Request for Proposals. If a vendor submitting an offer requires TIPS and/or TIPS Member to sign an additional agreement, a copy of the proposed agreement must be included with the proposal.

Vendor contract documents: TIPS will review proposed vendor contract documents. Vendor's contract document shall not become part of TIPS's contract with vendor unless and until an authorized representative of TIPS reviews and approves it.

Licenses

Awarded vendor shall maintain in current status all federal, state and local licenses, bonds and permits required for the operation of the business conducted by awarded vendor. Awarded vendor shall remain fully informed of and in compliance with all ordinances and regulations pertaining to the lawful provision of services under the contract. TIPS reserves the right to stop work and/or cancel contract of any awarded vendor whose license(s) expire, lapse, are suspended or terminated.

Novation

If awarded vendor sells or transfers all assets or the entire portion of the assets used to perform this contract, a successor in interest must guarantee to perform all obligations under this contract. TIPS reserves the right to accept or reject any new party. A simple change of name agreement will not change the contractual obligations of awarded vendor.

Site Requirements (when applicable to service or job)

Cleanup: Awarded vendor shall clean up and remove all debris and rubbish resulting from their work as required or directed by TIPS Member. Upon completion of work, the premises shall be left in good repair and an orderly, neat, clean and unobstructed condition.

Preparation: Awarded vendor shall not begin a project for which TIPS Member has not prepared the site, unless awarded vendor does the preparation work at no cost, or until TIPS Member includes the cost of site preparation in a purchase order.

Site preparation includes, but is not limited to: moving furniture, installing wiring for networks or power, and similar pre-installation requirements.

Registered sex offender restrictions: For work to be performed at schools, awarded vendor agrees that no employee of a sub-contractor who has been adjudicated to be a registered sex offender will perform work at any time when students are or reasonably expected to be present. Awarded vendor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the TIPS Member's discretion.

Awarded vendor must identify any additional costs associated with compliance of this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Safety measures: Awarded vendor shall take all reasonable precautions for the safety of employees on the worksite, and shall erect and properly maintain all necessary safeguards for protection of workers and the public. Awarded vendor shall post warning signs against all hazards created by the operation and work in progress. Proper precautions shall be taken pursuant to state law and standard practices to protect workers, general public and existing structures from injury or damage.

Smoking

Persons working under contract shall adhere to local smoking policies. Smoking will only be permitted in posted areas or off premises.

Invoices

The awarded vendor shall submit invoices to the participating entity clearly stating "Per TIPS Contract". The shipment tracking number or pertinent information for verification shall be made available upon request.

Marketing

Awarded vendor agrees to allow TIPS to use their name and logo within website, marketing materials and advertisement. Any use of TIPS name and logo or any form of publicity, inclusive of press release, regarding this contract by awarded vendor must have prior approval from TIPS.

Supplemental agreements

The entity participating in the TIPS contract and awarded vendor may enter into a separate supplemental agreement to further define the level of service requirements over and above the minimum defined in this contract i.e. invoice requirements, ordering requirements, specialized delivery, etc. Any supplemental agreement developed as a result of this contract is exclusively between the participating entity and awarded vendor. TIPS, its agents, TIPS members and employees shall not be made party to any claim for breach of such agreement.

Legal obligations

It is the responding vendor's responsibility to be aware of and comply with all local, state and federal laws governing the sale of products/services identified in this RFP and any awarded contract thereof. Applicable laws and regulations must be followed even if not specifically identified herein.

Audit rights

Awarded Vendor shall, at their sole expense, maintain appropriate due diligence of all purchases made by TIPS Member that utilizes this Contract. TIPS and Region 8 ESC each reserve the right to audit the accounting for a period of three (3) years from the time such purchases are made. This audit right shall survive termination of this Agreement for a period of one (1) year from the effective date of termination. TIPS shall have authority to conduct random audits of Awarded Vendor's pricing that is offered to TIPS Members. Notwithstanding the foregoing, in the event that TIPS is made aware of any pricing being offered to eligible entities that is materially inconsistent with the pricing under this agreement, TIPS shall have the ability to conduct the audit internally or may engage a third-party auditing firm. In the event of an audit, the requested materials shall be provided in the format and at the location designated by Region 8 ESC or TIPS.

Force Majeure

If by reason of Force Majeure, either party hereto shall be rendered unable wholly or in part to carry out its obligations under this Agreement then such party shall give notice and fully particulars of Force Majeure in writing to the other party within a reasonable time after

occurrence of the event or cause relied upon, and the obligation of the party giving such notice, so far as it is affected by such Force Majeure, shall be suspended during the continuance of the inability then claimed, except as hereinafter provided, but for no longer period, and such party shall endeavor to remove or overcome such inability with all reasonable dispatch.

Services

When applicable, performance bonds will be required on construction or labor required jobs over \$100,000 and payment bonds on jobs over \$25,000 or awarded vendor will meet the TIPS member's local and state purchasing requirements. Awarded vendors may need to provide additional capacity as jobs increase. Bonds will not require that a fee be paid to TIPS. The actual cost of the bond will be a pass through to the TIPS member and added to the purchase order.

Scope of Services

The specific scope of work for each job shall be determined in advance and in writing between TIPS Member and Awarded vendor. It is okay if the TIPS member provides a general scope, but the awarded vendor should provide a written scope of work to the TIPS member as part of the proposal. Once the scope of the job is agreed to, the TIPS member will issue a PO with the estimate referenced as an attachment along with bond and any other special provisions agreed to for the TIPS member. If special terms and conditions other than those covered within this solicitation and awarded contracts are required, they will be attached to the PO and shall take precedence over those in the base contract.

Project Delivery Order Procedures

The TIPS member having approved and signed an interlocal agreement, or other TIPS membership document, may make a request of the awarded vendor under this contract when the TIPS member has services that need to be undertaken. Notification may occur via phone, the web, email, fax, or in person.

Upon notification of a pending request, the awarded vendor shall make contact with the TIPS member as soon as possible, but must make contact with the TIPS member within two working days.

Scheduling of Projects

Scheduling of projects (if applicable) will be accomplished when the TIPS member issues a purchase order that will serve as "the notice to proceed". The period for the delivery order will include the mobilization, materials purchase, installation and delivery, design, weather, and site cleanup and inspection. No additional claims may be made for delays as a result of these items. When the tasks have been completed the awarded vendor shall notify the client and have the TIPS member inspect the work for acceptance under the scope and terms in the PO. The TIPS member will issue in writing any corrective actions that are required. Upon completion of these items, the TIPS member will issue a completion notice and final payment will be issued.

Support Requirements

If there is a dispute between the awarded vendor and TIPS member, TIPS or its representatives will assist in conflict resolution or third party (mandatory mediation), if requested by either party. TIPS, or its representatives, reserves the right to inspect any project and audit the awarded vendors TIPS project files, documentation and correspondence.

Special Terms and Conditions

It is the intent of TIPS to contract with a reliable, high performance vendor to supply products and services to government and educational agencies. It is the experience of TIPS that the following procedures provide TIPS, the Vendor, and the participating agency the necessary support to facilitate a mutually beneficial relationship. The specific procedures will be negotiated with the successful vendor.

- **Contracts:** All vendor purchase orders must be emailed to TIPS at tipspo@tips-usa.com. Should an agency send an order direct to vendor, it is the vendor's responsibility to forward the order to TIPS at the email above within 24 business hours and confirm its receipt with TIPS.
 - **Promotion of Contract:** It is agreed that Vendor will encourage all eligible entities to purchase from the TIPS Program. Encouraging entities to purchase directly from the Vendor and not through TIPS contract is not acceptable to the terms and conditions of this contract and will result in removal of Vendor from Program. Vendor is expected to use marketing funds for the marketing and promotion of this contract.
 - **Daily Order Confirmation:** All contract purchase orders will be approved daily by TIPS and sent to vendor. The vendor must confirm receipt of orders to the TIPS member (customer) within 24 business hours.
 - **Vendor custom website for TIPS:** If Vendor is hosting a custom TIPS website, then updated pricing must be posted by 1st of each month.
 - **Back Ordered Products:** If product is not expected to ship within 3 business days, customer is to be notified within 24 hours and appropriate action taken based on customer request.
-

Check one of the following responses to the General Terms and Special Terms and Conditions:

We take no exceptions/deviations to the general and/or special terms and conditions.

(Note: If none are listed below, it is understood that no exceptions/deviations are taken.)

We take the following exceptions/deviations to the general and/or special terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general or special terms and conditions that you are taking exceptions/deviations to. The proposer must clearly state if you are adding additional terms and conditions to the general or special terms and conditions. Provide details on your exceptions/deviations below:

The Interlocal Purchasing System (TIPS Cooperative) Supplier Response

Bid Information		Contact Information		Ship to Information
Bid Creator	Mr. David Mabe National Coordinator	Address	Region VIII Education Service Center 4845 US Highway 271 North Pittsburg, TX 75686	Address
Email	david.mabe@tips-usa.com	Contact	Kim Thompson, Coordinator of Office Operations	Contact
Phone	+1 (903) 243-4759	Department		Department
Fax	+1 (866) 749-6674	Building		Building
Bid Number	01071615	Floor/Room		Floor/Room
Title	Networking Equipment, Software and Services	Telephone	+1 (866) 839-8477	Telephone
Bid Type	RFP	Fax	+1 (866) 839-8472	Fax
Issue Date	05/01/2015	Email	bids@tips-usa.com	Email
Close Date	6/12/2015 3:00:00 PM CT			
Need by Date				

Supplier Information

Company En-Net Services
 Address 712 N. East Street
 Frederick, MD 21701
 Contact Ed Floyd
 Department Sales
 Building
 Floor/Room
 Telephone 1 (301) 846-9901
 Fax 1 (301) 846-9902
 Email efloyd@en-netservices.com
 Submitted 6/11/2015 1:40:59 PM CT
 Total \$0.00

Signature Ed Floyd

Email efloyd@en-netservices.com

Supplier Notes

Bid Notes

Bid Activities

Bid Messages

Date	Subject	Message
05/07/15	Pre-Bid Webinar	<p>1. Click to start and join at the specified time and date: https://global.gotowebinar.com/ojoin/6725893313349788930/724887489667689990 Note: This link should not be shared with others; it is unique to you.</p> <p>2. Choose one of the following audio options:</p> <p>TO USE YOUR COMPUTER'S AUDIO: When the Webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.</p> <p>-- OR --</p> <p>TO USE YOUR TELEPHONE: If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.</p> <p>United States Long Distance: +1 (415) 655-0051 Access Code: 749-762-945 Audio PIN: Shown after joining the webinar</p>
05/07/15	Pre-Bid Webinar	<p>Time and date of the webinar: Friday, May 8, 2015 2:00 PM CST</p>
05/13/15	Pre-Bid Webinar (Recorded)	<p>If you missed the Pre-Bid Meeting or Webinar last week here is a link to the recorded webinar: https://www.tips-usa.com/prebidmeeting.html (You must have a video player plugin for your browser to view the recording.)</p>

Please review the following and respond where necessary

#	Name	Note	Response
1	Yes - No	Disadvantaged/Minority/Women Business Enterprise - D/M/WBE (Required by some participating governmental entities) Vendor certifies that their firm is a D/M/WBE? Vendor must upload proof of certification to the "Response Attachments" D/M/WBE CERTIFICATES section.	No
2	Yes - No	Highly Underutilized Business - HUB (Required by some participating governmental entities) Vendor certifies that their firm is a HUB? Vendor must upload proof of certification to the "Response Attachments" HUB CERTIFICATES section.	No
3	Yes - No	Certification of Residency (Required by the State of Texas) Company submitting bid is a Texas resident bidder?	No
4	Company Residence (City)	Vendor's principal place of business is in the city of?	Frederick
5	Company Residence (State)	Vendor's principal place of business is in the state of?	MD
6	Felony Conviction Notice:	(Required by the State of Texas) My firm is, as outlined on PAGE 5 in the Instructions to Bidders document: (Questions 7 - 8)	(No Response Required)
7	Yes - No	A publicly held corporation; therefore, this reporting requirement is not applicable?	No
8	Yes - No	Is owned or operated by individual(s) who has/have been convicted of a felony? If answer is YES, a detailed explanation of the name(s) and conviction(s) must be uploaded to the "Response Attachments" FELONY CONVICTION section.	No

9	Pricing Information:	Pricing information section. (Questions 10 - 13)	(No Response Required)
10	Yes - No	In addition to the typical unit pricing furnished herein, the Vendor agrees to furnish all current and future products at prices that are proportionate to Dealer Pricing. If answer is NO, include a statement detailing how pricing for TIPS participants would be calculated in the PRICING document that is uploaded to the "Response Attachments" PRICING section.	Yes
11	Yes - No	Pricing submitted includes the 2% TIPS participation fee?	Yes
12	Yes - No	Vendor agrees to remit to TIPS the required 2% participation fee?	Yes
13	Yes - No	Additional discounts to TIPS members for bulk quantities or scope of work?	Yes
14	Start Time	Average start time after receipt of customer order is ____ working days?	1
15	Years Experience	Company years experience in this category?	19
16	Yes - No	The Vendor can provide services and/or products to all 50 US States?	Yes
17	States Served:	If answer is NO to question #16, please list which states can be served. (Example: AR, OK, TX)	

18 Company and/or Product Description:	This information will appear on the TIPS website in the company profile section, if awarded a TIPS contract. (Limit 750 characters.)	<p>En-Net is a full service IT solutions provider of computer hardware, software, networking equipment, cabling, infrastructure, supplies and maintenance services to public sector entities. En-Net's partnerships with industry leading manufacturers enable us to create turnkey solutions, have access to in depth resources and provide the technical capabilities required to deliver solutions that meet the exact specifications and IT budget for each customer. En-Net is focused on providing Public Sector (US Federal, State and Local Governments and Education) Institutions with state-of-the-art solutions designed to enhance the security and efficiency of their information systems. En-Net offers complete hardware, software and cabling solutions, as well as full integration, installation and warranty services. En-Net has serviced and supported a vast array of accounts. Since En-Net primarily supports public sector accounts, we have a strong understanding of how the business cycle works for State and Local Government as well as K-12 and Higher Education customers. Established in 1996, En-Net Services has built long term relationships by pursuing one common goal: Provide high quality products and services at exceptional value with unparalleled customer service. En-Net is a certified Maryland Small Business reserve with vehicles and/or subcontracting partnerships to meet all contracting requirements. En-Net prides itself on ensuring that customers receive efficient and courteous assistance throughout the entire sales cycle from a dedicated account manager who can help assess existing infrastructures and recommend the best solution. En-Net has included our full company profile as an attachment to this response.</p>
19 Resellers:	Does the vendor have resellers that it will name under this contract? (If applicable, vendor should download the Reseller/Dealers spreadsheet from the Attachments section, fill out the form and submit the document in the "Response Attachments" RESELLERS section.	No
20 Primary Contact Name	Primary Contact Name	Ed Floyd
21 Primary Contact Title	Primary Contact Title	SLED Sales Manager
22 Primary Contact Email	Primary Contact Email	efloyd@en-netservices.com
23 Primary Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	3018469901

24	Primary Contact Fax	Enter 10 digit phone number. (No dashes or extensions)	3018469902
25	Primary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions)	2406034881
26	Secondary Contact Name	Secondary Contact Name	Greg Gordon
27	Secondary Contact Title	Secondary Contact Title	SLED Sales Representative
28	Secondary Contact Email	Secondary Contact Email	ggordon@en-netservices.com
29	Secondary Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	3018469901
30	Secondary Contact Fax	Enter 10 digit phone number. (No dashes or extensions)	3018469902
31	Secondary Contact Mobile	Enter 10 digit phone number. (No dashes or extensions)	2404220474
32	2% Contact Name	2% Contact Name	Angie Popoff
33	2% Contact Email	2% Contact Email	apopoff@en-netservices.com
34	2% Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	3018469901
35	Purchase Order Contact:	This person is responsible for receiving Purchase Orders from TIPS. (Questions 36 - 38)	(No Response Required)
36	Purchase Order Contact Name	Purchase Order Contact Name	Greg Gordon
37	Purchase Order Contact Email	Purchase Order Contact Email	ggordon@en-netservices.com
38	Purchase Order Contact Phone	Enter 10 digit phone number. (No dashes or extensions)	3018469901
39	Company Website	Company Website (Format - www.company.com)	www.en-netservices.com
40	Federal ID Number:	Federal ID Number also known as the Employer Identification Number. (Format - 12-3456789)	52-1977379
41	Primary Address	Primary Address	712 N. East Street
42	Primary Address City	Primary Address City	Frederick
43	Primary Address State	Primary Address State (2 Digit Abbreviation)	MD
44	Primary Address Zip	Primary Address Zip	21701

45 Search Words:

Please list search words to be posted in the TIPS database about your company that TIPS website users might search. Words may be product names, manufacturers, or other words associated with the category of award. YOU MAY NOT LIST NON-CATEGORY ITEMS. (Limit 500 words) (Format: product, paper, construction, manufacturer name, etc.)

ADDON,
ADTRAN,
ALLIED,
ALLIED TELESIS BOX,
APANI NETWORKS,
ARUBA,
ATEN TECHNOLOGIES,
AXIS COMMUNICATION INC,
AXIS ELICENSING,
B+B SMARTWORX,
BEM WIRELESS,
BLITZCAST NETWORK INC,
BROCADE,
BUFFALO AMERICAS,
C2G,
CATBIRD NETWORKS,
CISCO,
DELL,
FLUKE NETWORKS,
FORTINET,
HP,
INTEL,
INTERMEC NETWORKING,
JUNIPER,
JUST WIRELESS,
LANTRONIX DEVICE
NETWORKING,
LG,
LINKSYS,
M&S ACCESSORY NETWORK,
MERAKEI,
MERU,
NETGEAR,
REFLEXION NETWORKS,
TENABLE NETWORK,
TRANSITION NETWORKS,
UBIQUITI NETWORKS,
VS,
WAVELINK,
WEDGE NETWORKS,
WESTERN DIGITAL,
XIOTECH,
ACTELIS NETWORK INC,
Router,
Switch,
Wireless,
Network,
Networking,
Infrastructure,
Cabling,
Wiring,
Fiber

46 Yes - No

Do you wish to be eligible to participate in a TIPS contract in which a TIPS member utilizes federal funds on contracts exceeding \$100,000? (Non-Construction) (If YES, vendor should download the Federal Funds Over \$100,000 Certification document from the Attachments section, fill out the form and submit the document in the "Response Attachments" FEDERAL FUNDS section.) (Vendor must also download the Suspension or Debarment Certificate document from the Attachments section, fill out the form and submit the document in the "Response Attachments" SUSPENSION OR DEBARMENT section.)

Yes

47 Prices are guaranteed for?

(___Month(s), ___ Year(s), or Term of Contract) (Standard term is "Term of Contract")

Given that our pricing is based on a cost plus a markup %, our markup % will remain the same through the term of the contract

Line Items

Response Total: \$0.00

Provisions for purchase with federal funds for contracts exceeding \$100,000
These forms are for non-construction contracts

Many TIPS members (grantees and sub-grantees) purchase goods and services with federal funds. When a member engages a contract exceeding \$100,000 and paid with federal funds, provisions are triggered by various Code of Federal Regulations requirements. Primarily 34 CFR 80.36 from the Department of Education and 7 CFR 3015 & 3016 from the Department of Agriculture for School Lunch Program. There may be other Federal programs from time to time that are not enumerated above that may fund certain projects using outside vendors. These are not optional for the contracting entity and in order to spend the federal funds certain provision and certifications must be in place to ensure legal compliance.

If your company wishes to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000, you must complete the following forms can provide the certifications as required on the subsequent pages.

Do you wish to be eligible to participate in a TIPS contract in which a member utilizes federal funds on contracts exceeding \$100,000?

Check your response?

YES NO

Brian Sheffer 5/28/15
Signature of Authorized Company Official Date

Brian Sheffer / President

Printed Name of Authorized Company Official

En-Net Services, LLC

Company Name

Attach to this page a current W-9 form

Please complete the forms below

Legal Compliance

It is the proposing company's duty and responsibility to have knowledge of and be responsible for the compliance with all applicable laws, rules and regulations as they apply to this procurement process and any subsequent award. The vendor agrees to comply, in all relevant respects, with all Federal, State, and Local laws, rules and regulations related to the performance of services or supply of goods to TIPS or TIPS members?

Does vendor agree? YES BFS Initial of Authorized Company Official

Non-Collusive Bidding Certificate

By submitting a proposal in response to a Request for Proposals or other procurement device containing this clause, you certify that you are authorized to certify to the following:

- 1) This bid or proposal has been independently arrived at without collusion with any other Bidder or with any Competitor;
- 2) This bid or proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of bids, or proposals for this project, to any other Bidder, Competitor or potential competitor;
- 3) No attempt has been or will be made to induce any other person, partnership or corporation to submit or not to submit a bid or proposal;
- 4) The person signing this bid or proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Bidder as well as to the person signing in its behalf.

The vendor complied with #1 through 4 above? YES BFS Initial of Authorized Company Official

SUSPENSION OR DEBARMENT CERTIFICATE

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

The vendor has not been debarred? YES BFS Initial of Authorized Company Official

Certification Regarding Lobbying

Applicable to Grants, Subgrants, Cooperative Agreements, and Contracts Exceeding \$100,000 in Federal Funds

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by section 1352, Title 31, U.S. Code. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to a civil penalty of not less than

\$10,000 and not more than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

(1) No Federal appropriated funds have been paid or will be paid by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of congress, or an employee of a Member of Congress in connection with this Federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "disclosure Form to Report Lobbying," in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all covered subawards exceeding \$100,000 in Federal funds at all appropriate tiers and that all subrecipients shall certify and disclose accordingly.

En-Net Services, LLC

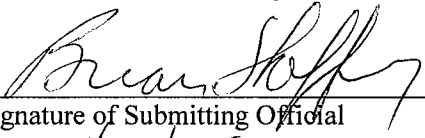
Name of Organization

712 N. East Street

Address of Organization

Brian Sheffer / President

Name / Title of Submitting Official



Signature of Submitting Official

5/28/15

Signature Date

Provisions for purchase with federal funds for contracts exceeding \$100,000

Federal Rule (1) Administrative, contractual, or legal remedies in instances where contractors violate or breach contract terms, and provide for such sanctions and penalties as may be appropriate. (Contracts more than the simplified acquisition threshold)

Notice: Pursuant to Federal Rule (1) above, when federal funds are expended by TIPS Member, TIPS Member reserves all rights and privileges under the applicable laws and regulations with respect to this procurement in the event of breach of contract by either party.

Does vendor agree? YES BS Initial of Authorized Company Official

Federal Rule (2) Termination for cause and for convenience by the grantee or subgrantee including the manner by which it will be effected and the basis for settlement. (All contracts in excess of \$10,000)

Pursuant to Federal Rule (2) above, when federal funds are expended by TIPS Member, TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for cause after giving the vendor an appropriate opportunity and up to 30 days, to cure the causal breach of terms and conditions. TIPS Member reserves the right to terminate any agreement in excess of \$10,000 resulting from this procurement process for convenience with 30 days notice in writing to the awarded vendor. Any award under this procurement process is not exclusive and the District reserves the right to purchase goods and services from other vendors when it is in the best interest of the District.

Does vendor agree? YES BS Initial of Authorized Company Official

Federal Rule (7) Notice of awarding agency requirements and regulations pertaining to reporting.

Pursuant to Federal Rule (7) above, when federal funds are expended by TIPS Member, TIPS Member requires that the proposer certify that during the term of an award by the TIPS Member resulting from this procurement process the vendor will provide reports and documentation required by all applicable law and state and federal regulations upon request by the TIPS Member or any relevant state or federal agency.

Does vendor agree? YES BS Initial of Authorized Company Official

Federal Rule (8) Notice of awarding agency requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract.

Provisions for purchase with federal funds for contracts exceeding \$100,000

Pursuant to Federal Rule (8) above, when federal funds are expended by TIPS Member, TIPS Member shall address any requirements and regulations pertaining to patent rights with respect to any discovery or invention which arises or is developed in the course of or under such contract in the contract document and absent language to the contrary or if the contract silent on the subject, the District retains all rights thereto.

Does vendor agree? YES BS Initial of Authorized Company Official

Federal Rule (9) Awarding agency requirements and regulations pertaining to copyrights and rights in data.

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will surrender upon request any copyrighted materials owned by the TIPS Member but used in the awarded contract performance unless otherwise agreed in a written document by the parties. TIPS Member reserves the rights to all data created or provided to the vendor for the purpose of contract performance resulting for this procurement process and the vendor will surrender such data upon request unless otherwise agreed in a written document by the parties. If the contract is silent or not dispositive on the subject matter data or copyrights TIPS Member retains all rights in the data developed or gathered during the contract term.

Does vendor agree? YES BS Initial of Authorized Company Official

Federal Rule (10) Access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.

Pursuant to Federal Rule (9) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that during the term and after the awarded term of an award by the TIPS Member resulting for this procurement process the vendor will grant access by the grantee, the subgrantee, the Federal grantor agency, the Comptroller General of the United States, or any of their duly authorized representatives to any books, documents, papers, and records of the contractor which are directly pertinent to that specific contract for the purpose of making audit, examination, excerpts, and transcriptions.

Does vendor agree? YES BS Initial of Authorized Company Official

Provisions for purchase with federal funds for contracts exceeding \$100,000

Federal Rule (11) Retention of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.

Pursuant to Federal Rule (11) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that the awarded vendor retain of all required records for three years after grantees or subgrantees make final payments and all other pending matters are closed.

Does vendor agree? YES BS Initial of Authorized Company Official

Federal Rule (12) Compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15). (Contracts, subcontracts, and subgrants of amounts in excess of \$100,000)

Pursuant to Federal Rule (12) above, when federal funds are expended by TIPS Member, TIPS Member requires the proposer certify that in performance of the contracts, subcontracts, and subgrants of amounts in excess of \$100,000, the vendor will be in compliance with all applicable standards, orders, or requirements issued under section 306 of the Clean Air Act (42 U.S.C. 1857(h)), section 508 of the Clean Water Act (33 U.S.C. 1368), Executive Order 11738, and Environmental Protection Agency regulations (40 CFR part 15).

Does vendor agree? YES BS Initial of Authorized Company Official

Federal Rule (13) Mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

Pursuant to Federal Rule (13) above, when federal funds are expended by TIPS Member, TIPS Member requires proposer certify that during the term of an award by the TIPS Member resulting for this procurement process the vendor will be in compliance with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act (Pub. L. 94-163, 89 Stat. 871).

Does vendor agree? YES BS Initial of Authorized Company Official

SUSPENSION OR DEBARMENT CERTIFICATE

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$25,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

You certify that no suspension or disbarment is in place, which would preclude receiving a federally funded contract under the Federal OMB, A-102, common rules

Information may be found at <https://www.sam.gov/index.html>

Has the vendor been debarred from participation in Federal funds contracts?

NO Initial of Authorized Company Official

YES Initial of Authorized Company Official

Company Official:

Brian T. Sheffer

Company:

En-Net Services, LLC

CONTRACT Signature Form

The undersigned hereby proposes and agrees to furnish goods and/or services in compliance with the terms, specifications and conditions at the prices quoted unless noted in writing. The undersigned further certifies that he or she is an authorized agent of the company and has authority to negotiate and contract for the company named below.

Company Name: En-Net Services, LLC

Mailing Address: 712 N. East Street

City: Frederick

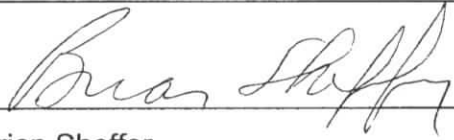
State: MD

Zip: 21701

Telephone Number: (301) 846-9901

Fax Number: (301) 846-9902

Email Address: efloyd@en-netservices.com

Authorized Signature: 

Printed Name: Brian Sheffer

Position: President

This contract is for a total TERM of one year with the option of two additional years. Vendors shall honor the participation fee for any sales made based on the TIPS contract. Failure to pay the fee will be grounds for termination of contract and will affect the award of future contracts.

 7-16-15
TIPS Authorized Signature Date

 7-16-15
Approved by Region VIII ESC Date

References

**** Must have at least 3 References. References must be School, City, County, University, State Agency or Other Government.**

Organization	City	State	Contact Name	Contact Phone
Washington County Governmer	Hagerstown	MD	Joshua ONeal	240-313-2265
Mayor's Office of Information Tr	Baltimore	MD	Eric Wildberger	443-741-3214
PASBO	Harrisburg	PA	Andrew Rucker	717-540-9551



Technology Solutions For Public Sector Since 1996

En-Net Services
712 N. East Street
Frederick, Maryland 21701
301.846.9901
FAX: 301.846.9902
www.en-netservices.com

June 10, 2015

The Interlocal Purchasing Systems
4845 US Hwy 271 North
Pittsburg, TX 75686

To Whom it May Concern,

En-Net Services, LLC (En-Net) has reviewed the Interlocal Purchasing System (TIPS) RFP 01071615 for Networking Equipment, Software and Services.

En-Net acknowledges and agrees to all of the terms and conditions set forth in the RFP with no exceptions. En-Net will offer the manufacturer's standard warranty on all products shipped under this contract. In addition, En-Net will make available any warranty upgrades from that manufacturer. En-Net has supplied warranty statements for many of the manufacturers named in our proposal for your review.

En-Net certifies that Kyle Yost and Brian Sheffer are authorized to sign this proposal.

We appreciate the opportunity to provide this solution and we are eager to serve the Interlocal Purchasing System.

If you or your team has any question or requires further clarification on any portion of this response please contact me at bsheffer@en-netservices.com or at 301-846-9901.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian Sheffer", is written over the word "Sincerely,".

Brian Sheffer
President
En-Net Services, LLC

Products & Services

Cisco Limited Lifetime Hardware Warranty Terms

[HOME](#)[PRODUCTS & SERVICES](#)[PRODUCT WARRANTIES](#)[Cisco Limited Lifetime
Hardware Warranty Terms](#)**Table Of Contents**[Cisco Limited Lifetime
Hardware Warranty Terms](#)**Viewing Options**[PDF \(33.8 KB\)](#)[\[H\] Feedback](#)

Cisco Limited Lifetime Hardware Warranty Terms

The following are special terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears below and in the *Cisco Information Packet* that accompanies your Cisco product.

Duration of Hardware Warranty: As long as the original End User continues to own or use the Product. In the event of discontinuance of product manufacture, Cisco warranty support is limited to five (5) years from the announcement of discontinuance.

Replacement, Repair or Refund Procedure for Hardware: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the form below and keep for ready reference.

Product purchased from:	
Their telephone number:	
Product Model and Serial number:	
Maintenance Contract number:	

Product warranty terms and other information applicable to Cisco products are available at the following URL:

<http://www.cisco.com/go/warranty>

78-6310-02F0

[Information For
Small Business](#)
[Midsize Business](#)
[Service Provider](#)
[Executives](#)[Industries](#)[Marketplace](#)[Contacts](#)[Contact Cisco](#)[News & Alerts](#)[Newsroom](#)[Blogs](#)[Field Notices](#)[Security Advisories](#)[Technology Trends](#)[Cloud](#)[Internet of Things \(IoT\)](#)[Mobility](#)[Support](#)[Downloads](#)[Documentation](#)[Communities](#)[DevNet](#)[Learning Network](#)[Support Community](#)[Video Portal](#)[About Cisco](#)[Investor Relations](#)[Corporate Social Resp](#)[Environmental Sustain](#)[Tomorrow Starts Here](#)[Our People](#)[Careers](#)[Search Jobs](#)[Life at Cisco](#)



Warranty Services

Worldwide Warranty Policy and Limitations

- Feedback Print
- Contact Support
- Support by Country
- E-mail Support
- Phone Support
- More Support Options
 - Warranty Policy
 - Shipping Address(es)
 - Packing Information
 - Warranty Extension
 - Customer Loyalty Program
 - Hard drive Theft Information

PDF version

Western Digital ("WD") values your business and always attempts to provide you the very best of service.

No limited warranty is provided by WD unless your WD Product ("Product") was purchased from an authorized distributor or authorized reseller. Distributors may sell Products to resellers who then sell Products to end users. Please see below for warranty information or obtaining service. No warranty service is provided unless the Product is returned to an authorized return center in the region (warranty regions are identified as Canada, U.S.A., Latin America, Europe, Middle East, Africa, Asia Pacific, India and Thailand) where the Product was first shipped by WD, which may have regional specific warranty implications.

If your Product was purchased as a component integrated within a system by a system manufacturer, no limited warranty is provided by WD. Please contact the place of purchase or the system manufacturer directly for warranty service.

For customers who purchased Products in Australia and New Zealand, please refer to this link for your warranty coverage: <http://support.wdc.com/warranty/policy2.asp>. All other customers, your warranty coverage is described below.

Warranty Table of Contents

- Warranty Policy
- Return Material Authorization (RMA)
- Extended Warranty
- Warranty Limitations
 - Limitation of Remedies
 - Limitation of Damages
 - No Consequential or Other Damages
 - Your Use of the Product
 - Additional Limitations on Warranty

Warranty Policy

Retail Kits that are assembled and branded by Western Digital, along with internal drives sold as "Component Drives" (internal hard drives that WD sold and specifically did not package as part of a Western Digital assembled and branded retail kit), come with a limited warranty. Please refer to the following warranty tables for basic product warranty information. Depending on the type of sales transaction, product warranty may differ from the general warranty information listed below.

- Recertified Products
 - USA, Canada and Latin America
 - Europe, Middle East, Africa and India
 - Asia Pacific
 - India

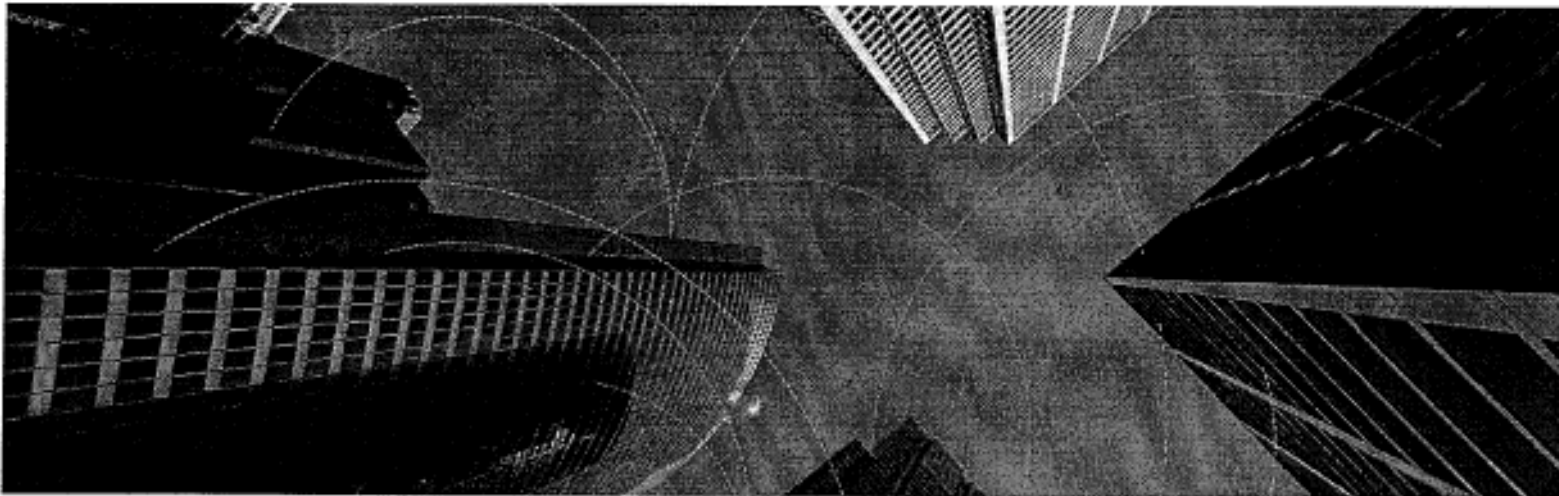
USA, Canada and Latin America

Product	Product Designator	Component Drive ¹	Retail Kit
Enterprise Drives:			
WD Raptor, WD RE, WD RE2, WD RE2-GP, WD RE3, WD RE4, WD RE4-GP, WD VelociRaptor, WD RE SAS, WD SE	GD, SD, SB, YD, YR, YS, ADFD, ADFS, BLFS, BLHX, BHTZ, CHTZ, GLFS, HLF5, HLHX, HH TZ, DHTZ, ABPS, ABYS, ABYX, AYPS, AYYS, FBYZ, FBYX, FYPS, FYPX, FYYS, FYYZ, FYYG, F9YZ	5-year	5-year
WD VelociRaptor	WDBACN	N/A	5-year
WD XE SAS Hard Drive	BKFG, BKHG, BKFF, HKHG	5-year	N/A

Product	Product Designator	Component Drive ¹	Retail Kit
Small Office Storage Server:			
WD Sentinel D56100, D55100	WDBWWL, WDBYVE	N/A	1-year
WD Sentinel RX4100	WDBLVH	N/A	3-year
WD Sentinel DX4000	WDBLGT	N/A	3-year
WD Sentinel Drive Kit	WDBYBL, WDBBDN, WDBNSH	N/A	3-year
NAS:			
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	3-year (populated)
My Cloud EX4100, My Cloud EX2100, My Cloud DL4100, My Cloud DL2100	WDBWZE, WDBWAZ, WDBNEZ, WDBBAZ	N/A	2-year (diskless)
My Cloud, My Cloud Mirror, My Cloud EX2, My Cloud EX4	WDBCTL, WDBZVM, WDBVKW, WDBWWD	N/A	2-year
WD Red Pro	FFSX	5-year	5-year
WD Red 3.5-inch	EFRX	3-year	3-year
WD Red 3.5-inch	WDBMMA	N/A	3-year
WD Red 2.5-inch	JFCX, BFCX	3-year	3-year
Networking:			
My Net Switch, My Net N600, My Net N750, My Net N900, WD Livewire, My Net WiFi Range Extender, My Net AC1300 Router, My Net AC Bridge	WDBJVC, WDBEAV, WDBAJA, WDBWVK, WDBABY, WDBAPK, WDBWNJ, WDBMRD	N/A	1-year
My Net N900 Central	WDBKSP	N/A	2-year
Desktop Drives:			
WD Purple	PURX	3-year	3-year
WD Black	AAEX, AALS, FAEX, FAES, FALS, FASS, AALX, AZEX, FZEX	5-year	5-year
WD Black	WDBAAZ, WDBMBE, WDBSLA	N/A	5-year
WD Blue (WD Caviar, WD Caviar SE, WD Caviar SE16, WD Caviar Blue)	BB, LB, JB, PB, JD, JS, KS, KD, KS, ABKS, AABS, AAJS, AAKS, AABBB, AAJB, AAKB, AAKX, AALX, AZEX, AZLX, EALX, EZEX, EALS	2-year	3-year ²
WD Blue	WDBAAV, WDBAAW, WDBAAX	N/A	3-year
WD Blue	WDBH2D	N/A	2-year
WD Raptor X	AHFD	5-year	5-year
WD Green (WD Caviar GP, WD Caviar Green)	EACS, EADS, AACS, AADS, EARS, EARX, EZRX, AZRX	2-year	3-year
WD Green	WDBAAY	N/A	3-year
Mobile Drives:			
WD Black	BPKT, BPKX, BEKT, BEKX, RJKT	5-year	5-year
WD Black	WDBABD	N/A	5-year
WD Blue	VE, UE, BEAS, BEVS, BEVE, BEVT, KEVT, TEVT, BPVT, BPVX, JPVV, JPVX, LPVT, LPVX, TPVT, SPCX, LPCX, MPCK	2-year	3-year ³
WD Blue	WDBABA, WDBABB, WDBABC, WDBMYH	N/A	2-year
WD Green	NPVT	2-year	N/A
CE Drives:			

Product	Product Designator	Component Drive ¹	Retail Kit
WD AV, WD AV-GP, WD AV-25	AVBS, AVJS, AVBB, AVJB, EVCS, EURS, AVCS, AVVS, BUDT, EVVS, JUCT, BUCT, EURX, EUCX, AUDX	3-year	3-year
External Drives:			
WD ShareSpace™	WDA4NC	N/A	3-year
My Passport Elite, My Passport Studio	WDML, WDMT, WDMS	N/A	5-year
My Book for Mac, My Book VelociRaptor Duo, My Book Thunderbolt Duo, My Book Mirror, My Book Pro, My Book Pro II, My Book World, My Book World II, My Book Studio, My Book Studio II, My Book Home, My Book Office, My Book Elite, My Book Studio, My Book Studio LX, My Book Live	WDBYCC, WDBUWZ, WDBUPB, WDBUSK, WDH2U, WDG1T, WDG2TP, WDG1NC, WDH1NC, WDG2NC, WDH2NC, WDH1Q, WDH2Q, WDH1CS, WDH1B, WDBAAH, WDBAAJ, WDBC3G, WDBACH, WDBACC, WDBCFZ	N/A	3-year
WD Elements SE, WD Elements, WD Elements Portable, My Book Essential, My Book Mac Edition, My Book Premium, My Book Premium ES, My Book Premium II	WDBU2G, WDBU6Y, WDBBJH, WDBABV, WDE1U, WDE1MS, WDBAAU, WDBPCK, WDBAAR, WDG1U, WDH1U, WDG1C, WDG1SU, WDG2T	N/A	1-year
My Book, My Book Live Duo, My Book Essential, My Book for Mac, My Book 3.0	WDBFJK, WDBVHT, WDBAAF, WDBACW, WDBAAG, WDBAAK, WDBABP	N/A	2-year
My Passport Essential, My passport Essential SE, My Passport for Mac, My Passport Elite, My Passport Edge for Mac, My Passport Ultra, My Passport Slim, My Passport Air, My Passport Ultra Metal	WDME, WDBACX, WDBAAG, WDBAAC, WDBKKF, WDBGCH, WDBJBH, WDBMWV, WDBZFP, WDBPGC, WDBLNP, WDBJNZ, WDBGMT, WDBPDZ, WDBBLW, WDBWDG, WDBZYL, WDBLUZ, WDBTYH, WDBEZW	N/A	3-year ²
My Passport Studio	WDBAAE, WDBALG, WDBKSA, WDBS8P, WDBGJA, WDBU4M	N/A	3-year
My Passport, My Passport Essential, My Passport Essential SE, My Passport for Mac, My Passport AV, My Passport SE for Mac, My Passport Edge, My Passport Enterprise, My Passport Pro (Duo), My passport carrying case, My Passport Wireless	WDBY8L, WDBBEP, WDBACX, WDBKXH, WDBAAA, WDBACY, WDBABM, WDBAAB, WDBBXV, WDBL1D, WDBABS, WDBABW, WDBK6Z, WDBHEZ, WDBRNB, WDBABK, WDBDAF, WDBK8Z, WDBLJT	N/A	2-year
Home Entertainment:			
WD TV, WD TV Mini, WD TV Live, WD TV Live Plus, WD TV Live Streaming, WD TV Live Hub, WD TV Play, WD TV Media Player	WDAVN, WDBABF, WDBAAL, WDBAAN, WDBABX, WDBG3A, WDBABZ, WDBHG7, WDBMBA, WDBHZM, WDBYMN	N/A	1-year
My DVR Expander eSATA Edition, My DVR Expander USB Edition, My Book AV eSATA, My Book AV-TV	WDG1S, WDH1S, WDBACS, WDBGLG	N/A	1-year
My Book AV DVR Expander	WDBABT	N/A	2-year
Solid State Storage			
WD SiliconDrive CF	3xxxx	N/A	5-year
WD SiliconDrive II CF	45xx, 46xx, 48xx	N/A	5-year
WD SiliconDrive A100	71xx	N/A	5-year
WD SiliconDrive U100	49xx	N/A	5-year
Accessories:			
WD Nomad	WDBGRD0000NBK	N/A	2-year

[back to top]



An important phase in a product's life cycle is its End of Life (EOL). End of Life is when a product is no longer commercially available and is discontinued. End of Life may be announced for a number of reasons, including the result of technology changes in which a newer product replaces an existing product, a product can no longer be manufactured, or there is insufficient market demand for a product. Meru's EOL policy defines certain milestones during the EOL process to help customers plan for a product's discontinuance. This document also explains Meru's EOL policy and its milestones, including associated end of support, for hardware and software products.

Because of the differing nature of hardware and software products, a separate End of Life policy is described for each category.

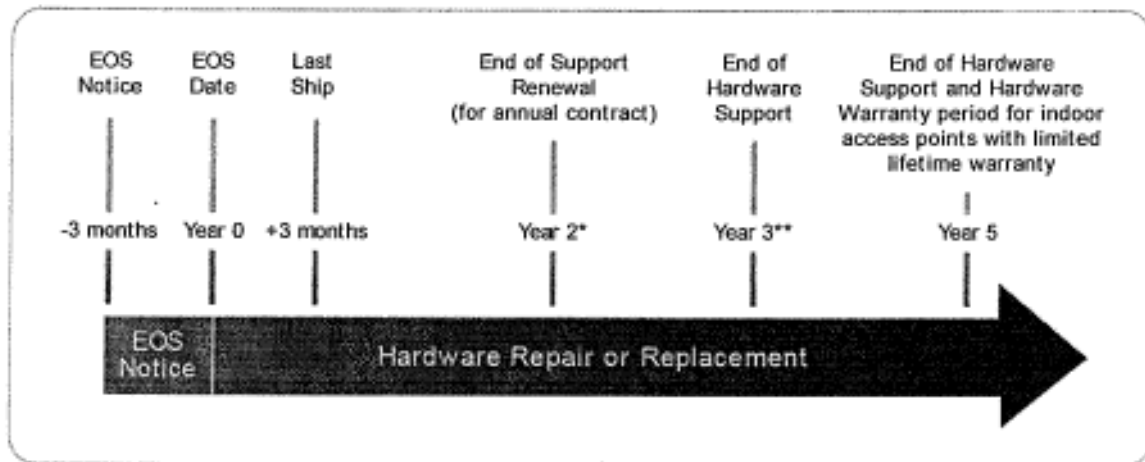
End of Life Policy for Hardware Products

As a general rule, the events and dates below describe the EOL policy for all Meru hardware products.

1. Approximately three (3) months before the End of Sale (EOS) date, an EOS notice is published. When applicable, the notice will specify the last software release that will be supported on the hardware product.
2. After the EOS date, the product will no longer appear on or be orderable from the Meru price list, and orders will no longer be accepted.
3. Support services contracts ("support contract(s)" or "hardware support") will remain available on the Meru price list and orderable for purchase for one (1) year support term(s), (or monthly support terms if at time of renewal the EHS date is less than one (1) year), and Meru will continue to provide hardware support until the End of Hardware Support (EHS) date. Support contracts for EOL products will only be available to customers who purchased a support contract prior to the removal of the product from the Meru price list, or converted their standard product warranty coverage to a support contract prior to the expiration of the standard warranty.
4. Standard hardware warranty coverage will be provided during the hardware warranty period as defined in Meru's then current warranty policy, and for indoor access points with a limited lifetime warranty, as such warranty period is defined in this EOL Policy.

Meru End of Life Policies and Milestones

5. The Last Ship Date occurs three (3) months after the EOS date. This is the last shipment date that can be requested for an order that is placed by the EOS date.
6. Two (2) years after the EOS date is the End of Support Renewal date. This is the last date to renew a one (1) year hardware support contract for the hardware product.
7. Three (3) years after the EOS date is the End of Hardware Support (EHS) date. After the EHS date, hardware support is no longer available.
8. Five (5) years after the EOS date, the warranty period ends, and the EHS date occurs for indoor access points with a limited lifetime warranty. After the EHS date, hardware support and hardware warranty coverage are no longer available.



NOTE: Support contract renewals are only orderable for a product that is under a valid, current support contract. Only 1 year incremental support contracts will be accepted after the EOS notification date.

* To the later of Year 2 or the year preceding the end of active support contract

** To the later of Year 3 or the end of current support contract period

End of Hardware Support milestones are described in the table below:

Hardware End of Life Milestones	Description
End of Sale (EOS) Notice	Meru will publish and distribute an EOS notice approximately 3 months prior to the EOS date. The last software release to be supported for the product will be published in this notice.
End of Sale (EOS) Date	The last date on which the product may be purchased from Meru. The product will be removed from the Meru price list.
Last Ship Date	Outstanding orders will ship no later than the Last Ship date (3 months after the EOS date).
End of Support Renewal Date	Occurs 2 years after the EOS date. This is the last date to renew a 1-year support contract for the hardware product.
End of Hardware Support (EHS) Date	Occurs 3 years after the EOS date. Hardware support is no longer available after this date.
End of Warranty Period, or Hardware Support Date, as applicable, for indoor access points with limited lifetime warranty	Occurs 5 years after the EOS date. Hardware support and hardware warranty coverage are no longer available for indoor access points with limited lifetime warranty.

Meru End of Life Policies and Milestones

Meru reserves the right to replace the EOS product with functionally equivalent hardware.

Meru reserves the right to reduce or amend support contracts or support program offerings available for renewal under this EOL policy at any time in its sole discretion, with or without notice.

End of Life Policy for Software Products

Software products included in the End of Life policy currently include:

- 1) System Director software: the core operating system and integrated applications that power a Meru Virtualized Wireless LAN.
- 2) Meru Network Management Software suite: network management and related applications for managing, configuring, and monitoring the customer network.
- 3) Meru Connect software: policy-based application for guest access management and automated access provisioning.
- 4) Virtual appliances: virtual editions (i.e., -VE) of System Director, Meru Network, and Meru Connect that operate in a hypervisor OS environment (e.g., VMware) for virtualized deployments.

Additional software products may be included in this End of Life policy at any time at Meru's sole discretion.

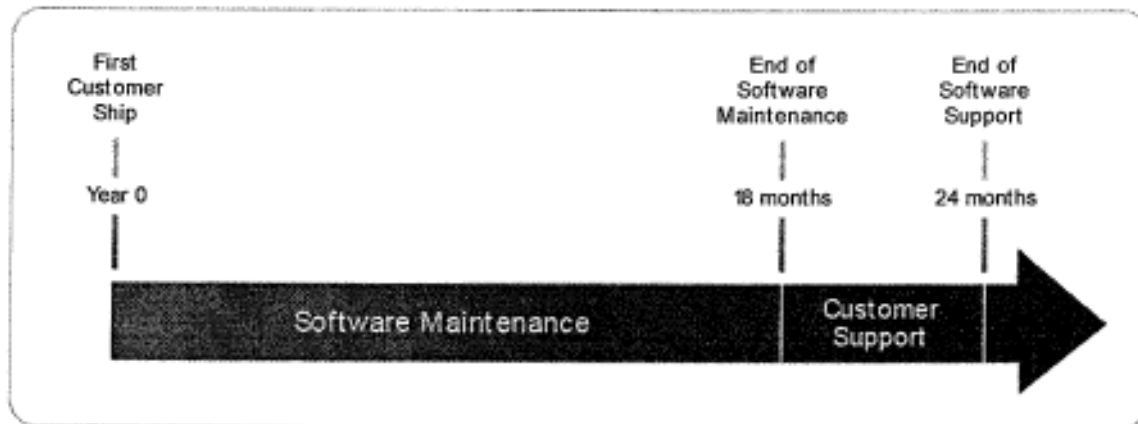
End of Life Milestones for Software Products

As a general rule, the events and dates below describe the EOL policy for all Meru software products.

1. First Customer Ship (FCS) date is the date on which the software is released for installation and use in production networks. This date will follow any pilot or beta trial phase for the product.
2. The End of Software Maintenance (ESM) date occurs approximately 18 months after the FCS date.
3. Between the FCS and ESM dates there is active maintenance of the software product:
 - a. For customers with active software support contracts, Meru will provide maintenance releases, workarounds, and major and minor software releases in an effort to remedy customer-reported issues.
 - b. After the ESM date, Meru no longer actively maintains the software release. For customers with active software support contracts, Meru will continue to provide identified maintenance releases, workarounds and recommend specific software releases through the End of Software Support (ESS) date.
4. The ESS date occurs approximately 24 months following the FCS date. After the ESS date, Meru will no longer provide support services for the software release and/or the software product that has been discontinued. For software releases that have been discontinued, the customer will need to upgrade to a later release of the software product to receive support services.



Meru End of Life Policies and Milestones



Release nomenclature M.n-xx:

M: Major release (e.g., 2.0, 3.0)

n: Minor release (e.g., 2.1, 2.2)

xx: Maintenance release (e.g., 2.2-1, 2.2-2)

End of Software Support milestones are described in the table below:

Software End of Life Milestones	Description
First Customer Ship (FCS) Date	This is the date when software is posted on Meru's Support Portal for use in customers' production networks. During the Software maintenance period, Meru provides maintenance releases, workarounds, and major and minor software releases in an effort to remedy customer-reported issues for products under a valid, current support contract. Fixes for customer-reported issues may be made available in a minor release; and in this case, customers will be required to upgrade to a later minor release that includes the requested fix.
End of Software Maintenance (ESM) Date	Occurs approximately 18 months after the FCS date. After this date, Meru no longer actively maintains the software release. For customers with current software support contracts, Meru will continue to provide identified workarounds, and recommend specific software releases through the ESS date.
End of Software Support (ESS) Date	Occurs approximately 24 months after the FCS date and 6 months after the ESM date. Meru Customer Support will no longer provide support services for the release of the software product and/or the software product that has been discontinued.

Meru reserves the right to reduce or amend support contracts or support program offerings available for renewal under this EOL policy at any time in its sole discretion, with or without notice.

For more information, visit www.merunetworks.com or email your questions to: meruinfo@merunetworks.com

Meru Networks | Copyright © 2014 Meru Networks, Inc. All rights reserved worldwide. Meru Networks is a registered trademark of Meru Networks, Inc. All other trademarks, trade names, or service marks mentioned in this document are the property of their respective owners. Meru Networks assumes no responsibility for any inaccuracies in this document. Meru Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice. 07.14 BR 1011.1.1/5



Meru Networks US Corporate
894 Ross Drive
Sunnyvale, CA 94089

Tel: +1(408) 215-6300
Fax: +1(408) 215-5301
Email: meruinfo@merunetworks.com

www.merunetworks.com

[SOLUTIONS](#)[PRODUCTS](#)[SUPPORT](#)[COMMUNITY](#)[NEWS & EVENTS](#)[WHERE TO BUY](#)[Home](#) > [Standard Warranty](#)**LIMITED WARRANTY AND LIMITATION OF LIABILITY**

Each Fluke Networks product is warranted to be free from defects in material and workmanship under normal use and service unless stated otherwise herein. The warranty period for the mainframe is one year and begins on the date of purchase. Parts, accessories, product repairs and services are warranted for 90 days, unless otherwise stated. Ni-Cad, Ni-MH and Li-Ion batteries, cables or other peripherals are all considered parts or accessories. The warranty extends only to the original buyer or end user customer of a Fluke Networks authorized reseller, and does not apply to any product which, in Fluke Networks' opinion, has been misused, abused, altered, neglected, contaminated, or damaged by accident or abnormal conditions of operation or handling. Fluke Networks warrants that software will operate substantially in accordance with its functional specifications for 90 days and that it has been properly recorded on non-defective media. Fluke Networks does not warrant that software will be error free or operate without interruption.

Tools and test sets and other identified products are subject to the different warranties in the matrix below or subject to other warranty terms and conditions that are provided with certain products. The Tools and test set and AirMagnet products are not field serviceable and customers should return them directly to Fluke Networks customer support services for all repairs. Certain products, because of their applications, can be supported for non-warranty maintenance by our customers. Some documentation and replacement components are available for purchase from Fluke Networks.

Product	Warranty period
Impact Tools and D-Impactor™ Five Pair impact tools (blades excluded), Can Wrench, Probe Pic	Lifetime
TS840 Series Test Sets TS852 Pro Test Sets	3 years
But-in telephone test sets (TS840 Series excluded), Pro3000™ Analog Tone & Probe, ADSL Splitter, Modular Adapters, Coax Strippers, Cable Strippers, Modular Crimper, Need-L-Lock™ crimping pliers, TS8100 Cable Fault Finder, TS890 Cable Fault Finder, TS8250 ISDN Test Set, TS81200 ADSL/POTS Test Set, JackRapid™ Punchdown Tool (excludes bladehead), SpotCheck™ ADSL Presence Tester	18 months
Electrician's Snips, D-Snips™ Scissors, Cable Splicing Knife	90 days
AirMagnet Field Express Kit	90 days (notebook batteries not included)
Analysis Service Element	18 months

Fluke Networks authorized resellers shall extend this warranty on new and unused products to end-user customers only but have no authority to extend a greater or different warranty on behalf of Fluke Networks. Warranty support is available only if product is purchased through a Fluke Networks authorized sales outlet or Buyer has paid the applicable international price. To the extent permitted by law, Fluke Networks reserves the right to invoice Buyer for repair/replacement when a product purchased in one country is submitted for repair in another country.

For a list of authorized resellers, visit www.flukenetworks.com/wheretobuy

Fluke Networks warranty obligation is limited, at Fluke Networks option, to refund of the purchase price, free of charge repair, or replacement of a defective product which is returned to a Fluke Networks authorized service center within the warranty period.

To obtain warranty service, contact your nearest Fluke Networks authorized service center to obtain return authorization information, then send the product to that service center, with a description of the difficulty, postage and insurance prepaid (FOB destination). Fluke Networks assumes no risk for damage in transit. Following warranty repair, the product will be returned to Buyer, transportation prepaid (FOB destination). If Fluke Networks determines that failure was caused by neglect, misuse, contamination, alteration, accident or abnormal condition of operation or handling, or normal wear and tear of mechanical components, Fluke Networks will provide an estimate of repair costs and obtain authorization before commencing the work. Following repair, the product will be returned to the Buyer transportation prepaid and the Buyer will be billed for the repair and return transportation charges (FOB Shipping point).

THIS WARRANTY IS BUYER'S SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. FLUKE NETWORKS SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES, INCLUDING LOSS OF DATA, ARISING FROM ANY CAUSE OR THEORY.

Since some countries or states do not allow limitation of the term of an implied warranty, or exclusion or limitation of incidental or consequential damages, the limitations and exclusions of this warranty may not apply to every buyer. If any provision of this Warranty is held invalid or unenforceable by a court or other decision-maker of competent jurisdiction, such holding will not affect the validity or enforceability of any other provision.

Fluke Networks
PO Box 777
Everett, WA 98206-0777
USA

[SOLUTIONS](#)[Topics](#)[Roles](#)[Industries](#)[Learn About](#)[Case Studies](#)[PRODUCTS](#)[Datacom Cabling](#)[IT Networking](#)[Telecom](#)[Product Finder](#)[See All Products](#)[SUPPORT](#)[Gold Product Support](#)[Downloads & Updates](#)[Knowledge Base](#)[Service Centers](#)[Warranty Information](#)[COMMUNITY](#)[AirWise Community](#)[AirMagnet Partner Extranet](#)[ABOUT US](#)[Careers](#)[NEWS & EVENTS](#)[News Articles](#)[Upcoming Events](#)[Training](#)[Workshops](#)

Blogs:

[Cabling Chronicles](#)
[Network Insider](#)

Promotions

Application Notes

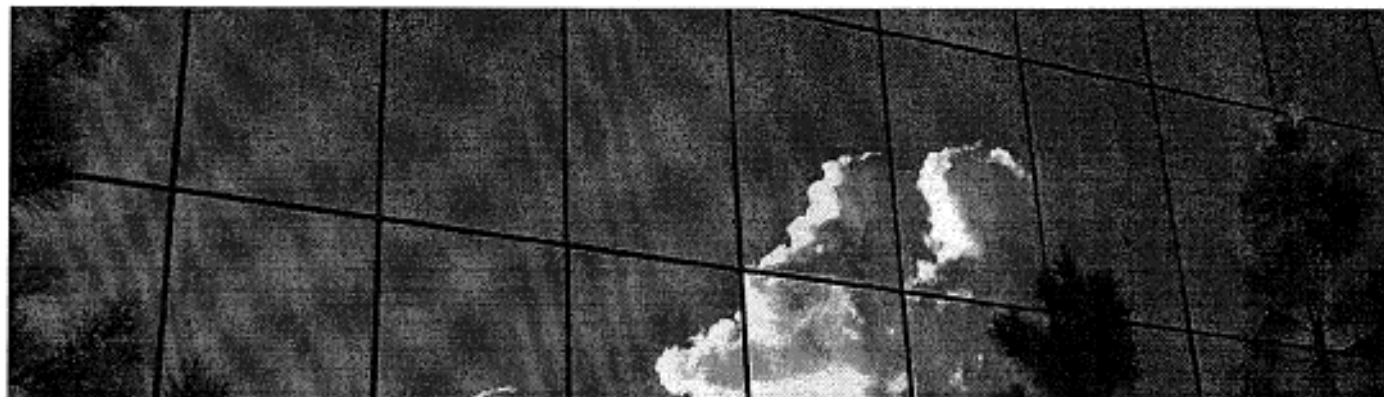
[Data Sheets](#)
[Manuals](#)

© 2006-2015 Fluke Corporation. All rights reserved.

[Integrity and Compliance Program](#) | [Privacy Policy](#) | [Terms of Use](#) | [SiteMap](#)

Fortinet Warranty
and Hardware Return Policy

Customer
Service and
Support



High Performance Multi-Threat Security Solutions

FORTINET

Hardware Warranty

Fortinet provides a one (1) year limited product hardware warranty to purchasers of Fortinet products as follows: Fortinet warrants that the product hardware will be free from defects in materials and workmanship that result in a material deviation from the applicable published Fortinet technical specifications ("Hardware System Failure"). Upon the occurrence of a Hardware System Failure, Fortinet will repair or replace such product hardware within three (3) working days (Note: see Regional Variations section below) of its receipt of the failed hardware in, if in advance of its receipt, such hardware (1) was evaluated by Fortinet Technical Support in person or via telephone, and (2) received a Technical Support RMA number from Fortinet. Further, the product hardware must be shipped, shipment pre-paid, to Fortinet, and the RMA number must be clearly indicated on the shipping box and papers.

Software Warranty

Fortinet provides a ninety (90) day, limited software warranty to licensees of Fortinet software accompanying Fortinet hardware or licensed separately. Fortinet warrants that the media on which the software is delivered will be free of defects in material and workmanship for a period of ninety (90) days following delivery of the software to licensee. Fortinet warrants that the software, when used in accordance with the terms of the Fortinet software license, will operate substantially as set forth in the applicable Fortinet documentation for a period of ninety (90) days following registration.

Registration Requirement

Warranties are only valid for Products which have been registered with Fortinet at <https://support.fortinet.com>. Products which have not been registered with Fortinet are not entitled to any of the rights contained in this publication and failure to register your product in a timely manner may result in a forfeiture of your warranty in its entirety.

Warranty Start Date: Notice

All Fortinet warranties begin on the date of Product registration. All warranty claims must be submitted before the expiration of the warranty term, i.e. 1-year from registration for hardware claims and ninety (90) days from registration for Software claims.

Warranty Forfeiture

Fortinet's warranties are subject to a "sunset" provision requiring that Products must be registered with Fortinet within twelve (12) months of the initial Product sale from Fortinet; not its distributors or resellers. All Products which have not been registered by the licensee with Fortinet within 12 months from the time such Products were initially purchased from Fortinet, shall forfeit any warranty rights under this Agreement or any other.

Warranty Limitations

Fortinet's warranties as set forth herein ("Warranties") are expressly conditioned upon the valid operation of the Product License Agreement included with every shipment (which is incorporated herein by reference) and are further expressly contingent upon proper use of the Fortinet hardware and software ("Products") and shall not apply if the Products have been modified without Fortinet's written approval, if the Products' serial number label has been removed, or if the Product has been damaged or impaired in any way. The terms of the Warranty are limited to the remedies as set forth herein. THIS WARRANTY IS PROVIDED IN LIEU OF ALL OTHER RIGHTS, CONDITIONS AND WARRANTIES. FORTINET MAKES NO OTHER EXPRESS OR IMPLIED WARRANTY WITH RESPECT TO THE SOFTWARE, HARDWARE, PRODUCTS, DOCUMENTATION OR FORTINET SUPPORT, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE,

USEFULLNESS AND/OR NON-INFRINGEMENT OF ANY THIRD PARTY RIGHTS. FORTINET DOES NOT WARRANT THAT ANY PRODUCT WILL BE ERROR-FREE, OR THAT ANY DEFECT THAT MAY EXIST IN ANY PRODUCT CAN BE CORRECTED. IN NO EVENT SHALL FORTINET BE LIABLE FOR COST OF PROCUREMENT OF SUBSTITUTE GOODS, LOST PROFITS OR ANY OTHER SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST DATA), HOWEVER CAUSED WHETHER OR NOT FORTINET HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR ANY BREACH OF ANY OR ALL OF THE FOREGOING WARRANTIES SHALL BE REPAIR, REPLACEMENT OR REFUND OF THE COST OF ANY NON-CONFIRMING PRODUCT(S).

Advance Replacement

Advance Hardware Replacement is available for hardware covered by a Fortinet 24x7 support contract and allows the customer to request that a replacement unit be shipped prior to the return of the failed unit. This service requires an evaluation of the failed system by a Fortinet Technical Support specialist and the issuance of a Technical Support Return Material Authorization ("RMA") number. Upon issuance of the RMA number, a repaired or replacement unit will be shipped to the customer at Fortinet's expense according to the service level agreement associated with the subscribed RMA service and as stipulated within the Forticare service contract. Fortinet must receive the failed unit within 30 days after issuance of the RMA to avoid replacement charges, billed at the current list price of the unit including installed options. A replacement unit may be a new or reconditioned unit of equivalent or better value. Replacement hardware for Fortinet distributors and resellers will be sent to the distributor or reseller, not the end customer.

DOA

A unit is classified as DOA (Dead On Arrival) if the fault is reported within the first 30 days of product Warranty, 30 days from product registration date or no more than 120 days from shipment. All DOA's are handled as advanced replacements from Fortinet within next business day terms.

Warranty Returns – Return and Replace

Replacement of hardware under Fortinet's standard warranty requires an evaluation of the failed system by a Fortinet Technical Support specialist, and the issuance of a Technical Support RMA number. The Customer must ship the subject unit, pre-paid, to Fortinet. The RMA number must be clearly indicated on the box and shipping papers - failure to do so will result in delays. A repaired or replacement unit will be shipped via ground carrier at Fortinet's expense within 3 business days after receipt of the failed unit. A replacement unit may be a new or reconditioned unit of equivalent or better value. Replacement hardware for Fortinet distributors and resellers will be sent to the distributor or reseller, not the end customer.

Regional Variations – Outside of North America

Due to country-specific import and export regulations, customs and shipping authorization may take longer to obtain for some countries than for others. Advance Replacements will be shipped within 72 hours of issuing the RMA. Warranty Returns for customers outside of North America will be shipped within 5 business days after receipt of the failed unit. In Asia, distributors have the option of having a replacement unit shipped to them or receive a credit to their Fortinet account in lieu of a replacement unit. This option applies only in countries where there is no local Fortinet RMA center. If and when Fortinet institutes a local Fortinet RMA center in any such country, the foregoing return for full credit option shall no longer be available, and distributors shall instead utilize Fortinet's standard RMA process.

Miscellaneous Disclaimers

Fortinet reserves the right, in its sole discretion, to change, revise, limit, expand or otherwise alter the program and any element thereof at any time with no notice required.

EXCLUSIONS

The services provided by Fortinet hereunder will not include warranty, support and/or maintenance of any third party software or hardware, whether or not such third party software or hardware is provided by Fortinet. Fortinet is not required to provide any services for problems arising out of: (i) your failure to implement all Maintenance or Feature issued under this Agreement; (ii) any alterations of or additions to the Products performed by parties other than Fortinet; (iii) accident, negligence, or misuse of the Products (such as, without limitation, operation outside of environmental specifications or in a manner for which the Products were not designed); or (iv) interconnection of the Products with other products not supplied by Fortinet. Fortinet shall only be obligated to support the then-current version of the Products and the immediately prior version.

About Fortinet

Fortinet is the pioneer and leading provider of ASIC-accelerated multi-threat security systems, which are used by enterprises and service providers to increase their security while reducing total operating costs. Fortinet solutions were built from the ground up to integrate multiple levels of security protection--including firewall, antivirus, intrusion prevention, Web content filtering, VPN, spyware prevention and antispam--providing customers a way to protect multiple threats as well as blended threats. Leveraging a custom ASIC and unified interface, Fortinet solutions offer advanced security functionality that scales from remote office to chassis-based solutions with integrated management and reporting. Fortinet solutions have won multiple awards around the world and are the only security products that are certified eight times over by the ICSA (firewall, antivirus, IPSec, SSL, IDS, client antivirus detection, cleaning and antispymware). Fortinet is privately held and based in Sunnyvale, California.

FORTINET
1090 Kifer Road, Sunnyvale, CA 94086 USA
Tel +1-408-235-7700 Fax +1-408-235-7737
www.fortinet.com

©2007 Fortinet, Inc. All rights reserved. Fortinet, FortiGate, FortiOS, FortiAnalyzer, FortiASIC, FortiLog, FortiCare, FortiManager, FortiWiFi, FortiGuard, FortiClient, and FortiReporter are registered trademarks of the Fortinet Corporation in the United States and/or other countries

CSS110-0107-R2

HP Networking Product Warranty & Support Summary (April 2015)

Products		Warranty duration ¹	Advance replacement delivery ²	Business Hours Technical Support ³	24x7 Technical Support ³ <small>(After Aug. 1, 2014)</small>	Software/OS Releases ⁴
Switches	Modular					
	129xx, 125xx, 119xx, 95xx	1 year	10 days	1 year	N/A	As long as owned ⁴
	105xx, 75xx	1 year	10 days	1 year	1 year	As long as owned ⁴
	82xxzl, 54xxzl/R, 42xxvl	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
	Fixed-configuration					
	79xx, 59xx/AF, 583x/AF, 582x/AF, 57xx	1 year	10 days	1 year	N/A	As long as owned ⁴
	66xx, 580x/AF	Lifetime ⁵	NBD	As long as owned ⁵	N/A	As long as owned ⁴
	62xx/yf, 55xx, 513x, 512x, 38xx, 36xx, 35xx/yf, 31xx, 29xx/af, 281x, 26xx, 25xx/G	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
	Smart Managed					
	192x, 191x, 18xx, 17xx, 1620	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
	190x	3 years	NBD	3 years	3 years	As long as owned ⁴
	IntelliJack Switches	3 years	NBD	3 years	3 years	As long as owned ⁴
	Unmanaged					
	1410	Lifetime ⁵	NBD	As long as owned ⁵	3 years	N/A
	1405	3 years	NBD	3 years	3 years	N/A
Wireless LAN	Indoor Access Points					
	560, 525, 425, M220	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
	MSM46x/430/422/410, MSM3x0	Lifetime ⁵	NBD	3 years ⁷	3 years	3 years ⁷
	M200	Lifetime ⁵	NBD	As long as owned ⁵	3 years	3 years ⁷
	Controllers					
	MSM765 zl ⁶	Lifetime ⁶	NBD	3 years ⁷	3 years	3 years ⁷
	MSM775 zl, MSM720, 870 & 850 Unified Wired-WLAN Appliance, 830 Unified Wired-WLAN Switch	Lifetime ⁶	NBD	As long as owned ⁵	3 years	As long as owned ⁴
	MSM760, MSM710	1 year	NBD	1 year	1 year	1 year ⁷
	10500/7500 20G Unified Wired-WLAN Module	1 year	10 days	1 year	1 year	As long as owned ⁴
	HP RF Manager Controller	1 year	NBD	1 year	1 year	1 year ⁷
	Other WLAN products					
	MSM4xx-R, MSM3xx-R Outdoor Access Points	1 year	NBD	1 year	1 year	1 year ⁷
	527, 517 Wireless Access Device	Lifetime ⁵	NBD	As long as owned ⁵	3 years	As long as owned ⁴
	MSM317 Wireless Access Device	Lifetime ⁵	NBD	3 years	3 years	3 years ⁷
	MSM415 RF Security Sensor	Lifetime ⁵	NBD	3 years	3 years	3 years ⁷
RF Manager for VMWare	90 days <small>(Media only)</small>	N/A	3 years	N/A	3 years	
Routers	Routers					
	89xx, HSR68xx	1 year	10 days	1 year	N/A	As long as owned ⁴
	HSR66xx, 66xx, MSR50, MSR4xxx, MSR3xxx, MSR30	1 year	10 days	1 year	1 year	As long as owned ⁴
	MSR2xxx, MSR20, MSR1xxx, MSR9xx	1 year	NBD	1 year	1 year	As long as owned ⁴
	120, 110 Wireless routers	3 years	NBD	3 years	3 years	As long as owned ⁴
	VSR routers	90 days <small>(Media only)</small>	N/A	90 days	N/A	All updates for purchased license ⁴
	Network Management					
	Intelligent Management Center <small>(support details at www.hp.com/networking/IMCSupport)</small>	90 days <small>(Media only)</small>	N/A	90 days	N/A	90 days (bug fix only)
	HP VAN SDN controller and HP SDN applications	90 days <small>(Media only)</small>	N/A	90 days	N/A	All updates for purchased license ⁴
	HP Distributed Cloud Networking	90 days <small>(Media only)</small>	N/A	N/A	N/A	None
PCN+ Network Management (IDM, MM & NIM)(Purchased after February 1, 2009)	90 days <small>(Media only)</small>	N/A	1 year	N/A	As long as owned <small>(bug fix only for licensed version 1 year after release)</small>	
PCN+ Network Management (IDM, MM & NIM)(Purchased before February 1, 2009)	90 days <small>(Media only)</small>	N/A	As long as owned ⁵	N/A	As long as owned ⁴	
Networking Products	HP Security Appliances					
	580xxF, 530xxF, 510xxF Next Generation Firewall Appliance	1 year	30 days	1 year	N/A	None
	F/S 5000/1000-A/E/S VPN Firewall	1 year	10 days	1 year	N/A	As long as owned ⁴
	U200-A/C/M/S/CS UTM	1 year	30 days	1 year	N/A	As long as owned ⁴
	AllianceONE Products					
HP AllianceONE Services/Advanced/Extended Services zl modules ⁴	Lifetime ⁴	NBD	As long as owned ⁵	3 years	As long as owned ⁴	
Sangoma Voice Cards	Lifetime ⁵	NBD	As long as owned ⁵	N/A	As long as owned ⁴	
HP Voice Products						

HP Networking Product Warranty & Support Summary (April 2015)

- 1) Includes coverage of any built-in fans and power supplies for the entire warranty period. Removable power supplies, modules and accessories such as antennas, fans, power cords, etc. may have different warranty coverage than the host device. See the HP Networking Warranty Coverage Quick Reference at www.hp.com/networking/warrantyquickref for more details.
- 2) Response time is based on commercially reasonable effort and subject to a daily shipment cutoff time. In some countries and regions and under certain supplier constraints, response time may vary. Contact your local HP service organization for response time availability in your area. NBD=Next Business Day.
- 3) Warranty technical support is provided during local HP business hours for the entire warranty period and includes phone and electronic case management. Many products purchased after August 1, 2013 include up to 3 years of 24x7 technical support as noted. See product's Hewlett-Packard Limited Warranty Statement for additional coverage details. Extended coverage services are available.
- 4) Includes all software/OS releases offered for the specific products listed, when and if available, for as long as you own the product, except where noted. Some software releases may require additional hardware to be installed.
- 5) For products purchased after December 1, 2014, the warranty extends only for as long as the original end user owns the product. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. For Australian and New Zealand consumers, this does not affect your rights under the Australian Consumer Law and New Zealand consumer laws.
- 6) Hardware warranty, technical support and all software releases provided for hardware and the ONE Service OS only, when and if available, for as long as the original end user owns the product. See product specific documentation for application support. 5 year warranty on the disk drive in the HP Alliance One Advanced Services and Services 21 Modules and HP HSM76521 Mobility Controller.
- 7) Products purchased before August 1, 2013 include 1 year of technical support and 1 year (bug fix only).
- 8) Includes all software updates offered for the licensed version, when and if available. Software upgrades will require purchase of appropriate SKL Care Pack or contract.

Select a Different Product

[Guide Me](#)
[Identify Your Product](#)
[Search for Drivers](#)
[Search for Documents](#)
[Search for Specifications](#)
[Contact Support](#)

FEEDBACK

Did you find this information helpful?

Yes
 No

If you have additional feedback, please let us know.

Remaining Characters: 500

Submit

We appreciate all feedback, but cannot reply or give product support. Please do not enter contact information. If you require a response, contact us.

Network Connectivity

Network Connectivity Limited Lifetime Hardware Warranty

Note: If you are a consumer under the Australian Consumer Law, this warranty does not apply to you. Please visit Australian Limited Lifetime Hardware Warranty to view the limited warranty which is applicable to Australian consumers.

Intel warrants to the original owner that the adapter product delivered in this package will be free from defects in material and workmanship. This warranty does not cover the adapter product if it is damaged in the process of being installed or improperly used.

THE ABOVE WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF NONINFRINGEMENT OF INTELLECTUAL PROPERTY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE ARISING OUT OF ANY PROPOSAL, SPECIFICATION, OR SAMPLE.

This warranty does not cover replacement of adapter products damaged by abuse, accident, misuse, neglect, alteration, repair, disaster, improper installation, or improper testing. If the adapter product is found to be defective, Intel, at its option, will replace or repair the hardware product at no charge except as set forth below, or refund your purchase price provided that you deliver the adapter product along with a Return Material Authorization (RMA) number (see below), along with proof of purchase (if not registered), either to the dealer from whom you purchased it or to Intel with an explanation of any deficiency. If you ship the adapter product, you must assume the risk of damage or loss in transit. You must use the original container (or the equivalent) and pay the shipping charge.

Intel may replace or repair the adapter product with either new or reconditioned parts, and any adapter product, or part thereof replaced by Intel becomes Intel's property. Repaired or replaced adapter products will be returned to you at the same revision level as received or higher, at Intel's option. Intel reserves the right to replace discontinued adapter products with an equivalent current generation adapter product.

Intel adapter money-back guarantee (North America only)

Intel wants you to be completely satisfied with the Intel adapter product that you have purchased. Any time within ninety (90) days of purchase, you may return your Intel adapter to the original place of purchase for a full refund of the purchase price from your dealer. Resellers and distributors, respectively, accepting returns and refunding money back to their customers may return Intel adapters to their original place of purchase. Intel guarantees that it will accept returns under this policy and refund the original purchase price to customers purchasing directly from Intel.

Limitation of liability and remedies

INTEL'S SOLE LIABILITY HEREUNDER SHALL BE LIMITED TO DIRECT, OBJECTIVELY MEASURABLE DAMAGES. IN NO EVENT SHALL INTEL HAVE ANY LIABILITY FOR ANY INDIRECT OR SPECULATIVE DAMAGES (INCLUDING, WITHOUT LIMITING THE FOREGOING, CONSEQUENTIAL, INCIDENTAL, AND SPECIAL DAMAGES) INCLUDING, BUT NOT LIMITED TO, INFRINGEMENT OF INTELLECTUAL PROPERTY, REPROCUREMENT COSTS, LOSS OF USE, BUSINESS INTERRUPTIONS, LOSS OF GOODWILL, AND LOSS OF PROFITS, WHETHER ANY SUCH DAMAGES ARISE OUT OF CONTRACT NEGLIGENCE, TORT, OR UNDER ANY WARRANTY, IRRESPECTIVE OF WHETHER INTEL HAS ADVANCE NOTICE OF THE POSSIBILITY OF ANY SUCH DAMAGES. NOTWITHSTANDING THE FOREGOING, INTEL'S TOTAL LIABILITY FOR ALL CLAIMS UNDER THIS AGREEMENT SHALL NOT EXCEED THE PRICE PAID FOR THE PRODUCT. THESE LIMITATIONS ON POTENTIAL LIABILITIES WERE AN ESSENTIAL ELEMENT IN SETTING THE PRODUCT PRICE. INTEL NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER LIABILITIES.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

Critical control applications: Intel specifically disclaims liability for use of the adapter product in critical control applications (including, for example only, safety or health care control systems, nuclear energy control systems, or air or ground traffic control systems) by Licensee or Sublicensees, and such use is entirely at the user's risk. Licensee agrees to defend, indemnify, and hold Intel harmless from and against any and all claims arising out of use of the adapter product in such applications by Licensee or Sublicensees.

Software: Software provided with the adapter product is not covered under the hardware warranty described above. See the applicable software license agreement which shipped with the adapter product for details on any software warranty.

Submit an RMA request: Network adapter warranty replacement form or contact Customer Support.

This applies to:

Intel® 10 Gigabit AF DA Dual Port Server Adapter	Intel® PRO/100 S Server Adapter
Intel® 10 Gigabit AT Server Adapter	Intel® PRO/100 Smart Adapter
Intel® 10 Gigabit AT2 Server Adapter	Intel® PRO/100 VE Desktop Adapter
Intel® 10 Gigabit CX4 Dual Port Server Adapter	Intel® PRO/100+ Adapter
Intel® 10 Gigabit XF LR Server Adapter	Intel® PRO/100+ Dual Port Server Adapter
Intel® 10 Gigabit XF SR Dual Port Server Adapter	Intel® PRO/100+ Management Adapter
Intel® 10 Gigabit XF SR Server Adapter	Intel® PRO/100+ Server Adapter
Intel® Ethernet Converged Network Adapter X520 Series	Intel® PRO/1000 F Server Adapter
Intel® Ethernet Converged Network Adapter X540-T1	Intel® PRO/1000 Gigabit Server Adapter
Intel® Ethernet Converged Network Adapter X540-T2	Intel® PRO/1000 GT Desktop Adapter
Intel® Ethernet Converged Network Adapter X710 Series	Intel® PRO/1000 GT Quad Port Server Adapter
Intel® Ethernet Converged Network Adapter XL710 Series	Intel® PRO/1000 MF Dual Port Server Adapter
Intel® Ethernet Server Adapter I210-T1	Intel® PRO/1000 MF Server Adapter
Intel® Ethernet Server Adapter I340-F4	Intel® PRO/1000 MF Server Adapter (LX)
Intel® Ethernet Server Adapter I340-T4	Intel® PRO/1000 MT Desktop Adapter
Intel® Ethernet Server Adapter I350-F2	Intel® PRO/1000 MT Dual Port Server Adapter
Intel® Ethernet Server Adapter I350-F4	Intel® PRO/1000 MT Quad Port Server Adapter
Intel® Ethernet Server Adapter I350-T2	Intel® PRO/1000 MT Server Adapter
Intel® Ethernet Server Adapter I350-T4	Intel® PRO/1000 PF Dual Port Server Adapter
	Intel® PRO/1000 PF Quad Port Server Adapter
	Intel® PRO/1000 PF Server Adapter

Intel® Ethernet Server Adapter X520 Series	Intel® PRO/1000 PT Desktop Adapter
Intel® Ethernet Server Adapter X520-DA2	Intel® PRO/1000 PT Dual Port Server Adapter
Intel® Ethernet Server Adapter X520-LR1	Intel® PRO/1000 PT Quad Port Low Profile Server Adapter
Intel® Ethernet Server Adapter X520-SR1	Intel® PRO/1000 PT Quad Port Server Adapter
Intel® Ethernet Server Adapter X520-SR2	Intel® PRO/1000 PT Server Adapter
Intel® Ethernet Server Adapter X520-T2	Intel® PRO/1000 T Desktop Adapter
Intel® Gigabit CT Desktop Adapter	Intel® PRO/1000 T Server Adapter
Intel® Gigabit EF Dual Port Server Adapter	Intel® PRO/1000 XF Server Adapter
Intel® Gigabit ET Dual Port Server Adapter	Intel® PRO/1000 XT Low Profile Server Adapter
Intel® Gigabit ET Quad Port Server Adapter	Intel® PRO/1000 XT Server Adapter
Intel® Gigabit ET2 Quad Port Server Adapter	Intel® PRO/100B Adapter
Intel® PRO/100 Intelligent Server Adapter	Intel® PRO/10GbE CX4 Server Adapter
Intel® PRO/100 ISA Adapter	Intel® PRO/10GbE LR Server Adapter
Intel® PRO/100 M Desktop Adapter	Intel® PRO/10GbE SR Server Adapter
Intel® PRO/100 S Desktop Adapter	
Intel® PRO/100 S Dual Port Server Adapter	
Intel® PRO/100 S Management Adapter	

Solution ID: CS-009721
Last Modified: 17-Nov-2014
Date Created: 26-Feb-2004

[Back to Top ~](#)



More on Intel.com Tagged As InfiniBand

8 of 0 More ▾



Intel® True Scale Fabric switch products are provided with warranties whose terms and definitions vary by product type. The following table provides an overview of the provided warranties.

Warranty Type	Items Covered	Term	Phone Support ¹	Defective Parts Policy	Defective Chassis Policy	Warranty Document	Covered Products
Standard	Intel® True Scale Fabric Switch and DDR Switch 9000 series products and related electronic components	1 year	5x8	2 day Advance Replace ²	Return for repair/replace	View	View
Adapter	Intel® True Scale Fabric Host Channel Adapters (HCA)	3 year	5x8	2 day Advance Replace ²	N/A	View	View
Cable	Intel® True Scale Fabric cable products	120 day	N/A	Return for credit	N/A	View	View
Mechanical	Intel® True Scale Fabric Switch and DDR Switch 9000 series non-electronic components	90 day	N/A	2 day Advance Replace ²	N/A	View	View
Repair	Repaired Intel® True Scale Fabric Switch and DDR Switch 9000 series products and related electronic components	90 day	5x8	2 day Advance Replace ²	Return for repair/replace	View	View Terms & Conditions

¹ Phone support times are local time to the installed equipment location.

² Expected transit time when order is received prior to depot cut-off time. Transportation time may be affected by customs clearance and other factors beyond the control of Intel.

Videos



**Introducing Intel®
Omni-Path...**

See how Intel is addressing
tomorrow's HPC needs for digital
content, weather, financial... (1:32)

Related Materials

Related Content
Related Topics
Related Products

Intel® Omni Scale Architecture
Scale to tens of thousands of nodes for
tomorrow's high performance computing
workloads.

Intro to Intel® Omni Scale Fabric
For tomorrow's high performance
computing, move data faster and boost
HPC cluster performance.

**Intel® True Scale Fabric Edge
Switch 12300**
Modular edge switch cost-effectively links
workgroup resources into a cluster.

**Intel® True Scale Fabric Director
Switch 12800**
Intel® True Scale Fabric director switch
12800 family

[About](#)

[Support](#)

[Legal](#)

[Social](#)

Company Information
(</content/www/us/en/company-overview/company-overview.html>)

Investor Relations
(<http://www.intc.com/>)

Contact Us (</content/www/us/en/company-overview/contact-us.html>)

Newsroom
(<http://newsroom.intel.com/>)

Site Map (</content/www/us/en/siteindex.html>)

Jobs (</content/www/us/en/jobs/jobs-at-intel.html>)

Support Home
(http://www.intel.com/p/en_US/www/us/en/legal/terms-of-use.html)

Download Center
(<https://downloadcenter.intel.com/>)

Product Specifications (ARK)
(<http://ark.intel.com/>)

Terms of Use (</content/www/us/en/legal/terms-of-use.html>)

*Trademarks (</content/www/us/en/legal/trademarks.html>)

Privacy (</content/www/us/en/privacy/intel-privacy-notice.html>)

Cookies (</content/www/us/en/privacy/intel-cookie-notice.html>)

Intel Communities (</content/www/us/en/blogs-communities-social.html>)

Intel on Twitter (<https://twitter.com/intel>)

Intel on Facebook
(<https://www.facebook.com/Intel>)

Intel on LinkedIn
(<https://www.linkedin.com/company/intel-corporation>)

Intel on Instagram
(<http://www.instagram.com/intel>)

Intel on YouTube
(https://www.youtube.com/user/channelintel?sub_confirmation=1)

© Intel Corporation

Select a Different Product

[Guide Me](#)
[Identify Your Product](#)
[Search for Drivers](#)
[Search for Documents](#)
[Search for Specifications](#)
[Contact Support](#)

FEEDBACK

Did you find this information helpful?

Yes
 No

If you have additional feedback, please let us know.

Remaining Characters: 500

Submit

We appreciate all feedback, but cannot reply or give product support. Please do not enter contact information. If you require a response, contact us.

Network Connectivity

Print servers Warranty

Intel warrants to the original owner that the product delivered in this package will be free from defects in material and workmanship for three (3) year(s) following the latter of: (i) the date of purchase only if you register by returning the registration card as indicated thereon with proof of purchase; or (ii) the date of manufacture; or (iii) the registration date if by electronic means provided such registration occurs within 30 days from purchase. This warranty does not cover the product if it is damaged in the process of being installed. Intel recommends that you have the company from whom you purchased this product install the product.

THE ABOVE WARRANTY IS IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, ANY WARRANTY OF INFRINGEMENT OF ANY OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS, OR ANY WARRANTY ARISING OUT OF ANY PROPOSAL, SPECIFICATION OR SAMPLE.

This warranty does not cover replacement of products damaged by abuse, accident, misuse, neglect, alteration, repair, disaster, improper installation or improper testing. If the product is found to be otherwise defective, Intel, at its option, will replace or repair the product at no charge except as set forth below, provided that you deliver the product along with a return material authorization (RMA) number (see below) either to the company from whom you purchased it or to Intel. If you ship the product, you must assume the risk of damage or loss in transit. You must use the original container (or the equivalent) and pay the shipping charge. Intel may replace or repair the product with either a new or reconditioned product, and the returned product becomes Intel's property. Intel warrants the repaired or replaced product to be free from defects in material and workmanship for a period of the greater of: (i) ninety (90) days from the return shipping date; or (ii) the period of time remaining on the original three (3) year warranty.

This warranty gives you specific legal rights and you may have other rights which vary from state to state. All parts or components contained in this product are covered by Intel's limited warranty for this product. The product may contain fully tested, recycled parts, warranted as if new.

Returning a defective product

Before returning any product, contact an Intel® Customer Support Group and obtain an RMA number by calling: North America only: (916) 377-7000 Other locations: Return the product to the place of purchase.

If the Customer Support Group verifies that the product is defective, they will have the Return Material Authorization Department issue you an RMA number to place on the outer package of the product. Intel cannot accept any product without an RMA number on the package. **Limitation of Liability and Remedies**

INTEL SHALL HAVE NO LIABILITY FOR ANY INDIRECT OR SPECULATIVE DAMAGES (INCLUDING, WITHOUT LIMITING THE FOREGOING, CONSEQUENTIAL, INCIDENTAL AND SPECIAL DAMAGES) ARISING FROM THE USE OF OR INABILITY TO USE THIS PRODUCT, WHETHER ARISING OUT OF CONTRACT, NEGLIGENCE, TORT, OR UNDER ANY WARRANTY, OR FOR INFRINGEMENT OF ANY OTHER PARTY'S INTELLECTUAL PROPERTY RIGHTS, IRRESPECTIVE OF WHETHER INTEL HAS ADVANCE NOTICE OF THE POSSIBILITY OF ANY SUCH DAMAGES, INCLUDING, BUT NOT LIMITED TO LOSS OF USE, BUSINESS INTERRUPTIONS, AND LOSS OF PROFITS. NOTWITHSTANDING THE FOREGOING, INTEL'S TOTAL LIABILITY FOR ALL CLAIMS UNDER THIS AGREEMENT SHALL NOT EXCEED THE PRICE PAID FOR THE PRODUCT. THESE LIMITATIONS ON POTENTIAL LIABILITIES WERE AN ESSENTIAL ELEMENT IN SETTING THE PRODUCT PRICE. INTEL NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OTHER LIABILITIES.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This applies to:

Intel® NetportExpress™ 10 and 10/100
Print Servers

Intel® NetportExpress™ PRO and PRO/100
Print Servers

End of Interactive Support Disclaimer

Intel no longer provides e-mail, chat, or phone support for this discontinued product(s). Product support information on the Intel web site is provided for reference and subject to the "Terms of use".

Intel will not provide future software updates to support new operating systems or improve compatibility with third-party devices and software products.

Solution ID: CS-015184
Last Modified: 17-Oct-2014
Date Created: 30-Aug-2004

[Back to Top ^](#)



Warranties

Warranty coverage for Brocade branded products are described below. Additional support coverage can be purchased with your Brocade branded products. Please consult your local Brocade sales professional for annual support options and services fees.

- [Brocade Branded Product Warranty Summary](#)
- [Product Repair Information](#)
- [Product Warranty Details](#)
- [How to register Warranty Products](#)

Brocade Branded Product Warranty Summary*

Warranty Category	Products Covered	Hardware Warranty Duration	Hardware Coverage	Software Warranty Duration	Coverage for Software (embedded in Brocade hardware)	Exclusion
Standard Limited Warranty	IP & SAN	13 months from ship	Return to Factory 30 day turn around	90 days from ship	Substantial conformance to published specifications & media replacement	None
Limited Lifetime Warranty	EIF, FES, FLS, FGS, FESX	5 years from ship	Return to Factory 30 day turn around	90 days from ship	Substantial conformance to published specifications & media replacement	Power supply, fan, removable optics, LEDs ²
Brocade Assurance Limited Lifetime Warranty³	FCX, FSX800/1600, ICX 7750, ICX 7450 ICX 6610, ICX 6430, ICX 6450	Life of product ¹ Initial registered end user only	Advanced Hardware Replacement (Next Business Day where available)	Life of product ¹ Initial registered end user only	Software defect repairs and software maintenance updates through the product end of support date. Knowledge portal access. Software defect repairs for firmware release current at time of purchase only. Knowledge portal access.	Removable optics, LEDs ²
	FWS & TI-24X				Software defect repairs for firmware release current at time of purchase only. Knowledge portal access.	
Stand Alone Software Warranty⁴	Stand Alone Software	Not Applicable	Not Applicable	Not Applicable	Brocade Support Offerings can be found on our Direct Support Page .	None

* For informational purposes only. Terms and conditions apply. Brocade branded products only.

¹ Covered through product end of support date

² Subject to Brocade's Standard Limited Warranty

³ Applies only to Brocade branded FCX, ICX6610, ICX6430, ICX6450, FWS and TI products purchased

on or after October 1, 2009 or FI-SX800/1600 chassis and SX-FI modules purchased on or after July 1, 2010. Brocade branded FCX, FWS and TI products purchased prior to October 1, 2009 or FI-SX800/1600 chassis and SX-FI modules purchased prior to July 1, 2010 are covered under Brocade's Standard Limited Warranty.

⁴Some Stand Alone Software offers include Support coverage. Please see product details for further information.

Product Repair Information

To submit a request for repair (non-Assurance Limited Lifetime warranty products); please complete the product repair form.

[RMA Request »](#)

Product Warranty Details

The terms and conditions governing your warranty on Brocade branded products are located below. Such terms and conditions supersede all other terms, unless otherwise agreed in writing by Brocade.

Warranty Start Date

"Start Date" as used in this policy means the date the product is shipped from the manufacturing facilities of Brocade.

Standard Limited Warranty

Brocade branded Products are subject to the Standard Limited warranty other than as specified below.

Hardware

For a period of thirteen (13) months from the Start Date, Brocade warrants that the Brocade branded product hardware will be free from defects in materials and workmanship under normal use. End User's sole and exclusive remedy and the entire liability of Brocade and its suppliers under this limited warranty will be, at Brocade's option, repair or replacement of such product hardware within thirty (30) working days of its receipt of the failed hardware, if in advance of its receipt, such hardware received a Technical Support RMA number from Brocade. Further, the product hardware must be shipped, shipment pre-paid, to Brocade, and the RMA number must be clearly indicated on the shipping box and papers. Where applicable, for shipments to locations outside the US, Customer or Customer's assigned agent will act as Importer of Record for shipments of repaired/replacement units and will be responsible for payment of any import duties, taxes and fees. See other Warranty Limitations and Restrictions below.

Software (embedded in Brocade hardware)

For a period of ninety (90) days from the Start Date, Brocade warrants (a) that the media on which the software is delivered will be free of defects in material and workmanship, and (b) the software will operate substantially as set forth in the applicable Brocade specifications when used in accordance with the terms of the Brocade software license. End User's exclusive remedy and the entire liability of Brocade and its suppliers under this limited warranty will be replacement of the software media. Except for the foregoing, the software is provided AS IS. This limited warranty extends only to the End User as the original licensee. See other Warranty Limitations and Restrictions below.

Software (Stand Alone Software Products)

Stand Alone Software is provided AS IS. Brocade Support Offerings can be found on our [Direct Support Page](#).

Host Bus Adaptor and Converged Network Adapter Warranty

On January 17, 2014 QLogic Corporation acquired the following Brocade product lines: Fibre Channel Host Bus Adapters (HBAs), Converged Network Adapters (CNAs) and mezzanine adapters for OEM blade server platforms. For warranty information or claims on any of these adapters, please visit [QLogic Warranty Page](#)

Limited Lifetime Warranty

For select products, Brocade provides a limited lifetime (five year) warranty.

Hardware

Brocade warrants only to the original end-user, that for a period of five (5) years the Brocade branded hardware will be free from defects in material and workmanship under normal use. End User's sole and exclusive remedy and the entire liability of Brocade and its suppliers under this limited warranty will be, at Brocade's option, repair or replacement of such product hardware within thirty (30) working days of its receipt of the failed hardware, if in advance of its receipt, such hardware received a Technical Support RMA number from Brocade. Further, the product hardware must be shipped, shipment pre-paid, to Brocade, and the RMA number must be clearly indicated on the shipping box and papers. Where applicable, for shipments to locations outside the US, Customer or Customer's assigned agent will act as Importer of Record for shipments of repaired/replacement units and will be responsible for payment of any import duties, taxes and fees. This warranty excludes power supplies, fans, removable optics, and LEDs. See other Warranty Limitations and Restrictions below.

Software (embedded in Brocade hardware)

For a period of ninety (90) days from the Start Date, Brocade warrants (a) that the media on which the software is delivered will be free of defects in material and workmanship, and (b) that the software, when used in accordance with the terms of the Brocade software license, will operate substantially as set forth in the applicable Brocade specifications for a period of ninety (90) days following delivery of the software to licensee. End User's exclusive remedy and the entire liability of Brocade and its suppliers under this limited warranty will be replacement of the software media. Except for the foregoing, the software is provided AS IS. This limited warranty extends only to the End User as the original licensee. See other Warranty Limitations and Restrictions below.

Brocade Assurance Limited Lifetime Warranty

For select products, Brocade provides a limited lifetime warranty beginning on the Start Date and continuing for as long as the original End User continues to own and use the Brocade branded equipment, as set forth below.

Hardware

Brocade warrants that the Brocade branded hardware will be free from defects in material and workmanship under normal use. End User's sole and exclusive remedy and the entire liability of Brocade and its suppliers under this limited warranty will be replacement of such product hardware next business day, provided the request is received before 2PM local time.* Defective hardware must be received by Brocade within 30 days of End User's receipt of replacement Product. This warranty excludes removable optics and LEDs. In the event of discontinuance of product manufacture, the warranty is limited to five (5) years from the announced product end of life date. *Response times are based on local standard business days and working hours and commercially reasonable efforts. Response times commence when Brocade is informed of the warranty failure via web request. In some countries and regions and under certain supplier constraints, actual response times may vary. If your location is outside the customary service area, your response time may be longer. Please contact Brocade's Support Team for response time availability in your area. Where applicable, for shipments to locations outside the US, Customer or Customer's assigned agent will act as Importer of Record for shipments of repaired/replacement units and will be responsible for payment of any import duties, taxes and fees. See other Warranty Limitations and Restrictions below.

Software (embedded in Brocade product)

Brocade warrants (a) that the media on which the software is delivered will be free of defects in material and workmanship, and (b) the software will operate substantially as set forth in the applicable Brocade Documentation when used in accordance with the terms of the Brocade software license. End User's exclusive remedy and the entire liability of Brocade and its suppliers under this limited warranty will be replacement of the software media. In addition, End User may download defect repairs from Brocade.com for the firmware release current at time of purchase or any previous release and may also access Brocade's Knowledge Portal. On certain products (as indicated in the table above) End User may also download software maintenance updates through the product end of support date. Except for the foregoing, the software is provided AS IS. This limited warranty extends only to the End User as the original licensee. See other Warranty Limitations and Restrictions below.

Warranty Limitations and Restrictions

Brocade warranties as set forth herein ("Warranty") are contingent on proper use of the Brocade branded hardware and software ("Products") and do not apply if (a) the Products have been modified without the written approval of Brocade, (b) the Products' serial number label is removed, (c) the Product has been damaged or subjected to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, or accident, or (d) the Product is licensed for beta, evaluation, testing or demonstration purposes. In order to ensure proper operation of Brocade products, it is required that all Brocade systems utilize only Brocade supplied optical transceiver components. Brocade reserves the right to void warranty and service support offerings if optical transceiver components other than those supplied by Brocade are used in the operation of Brocade products. The terms of the Warranty are limited to the remedies as set forth in this Warranty. THIS WARRANTY IS PROVIDED IN LIEU OF ALL OTHER RIGHTS, CONDITIONS AND WARRANTIES. BROCADE MAKES NO OTHER EXPRESS OR IMPLIED WARRANTY WITH RESPECT TO THE SOFTWARE, HARDWARE, PRODUCTS, DOCUMENTATION OR BROCADE SUPPORT, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD PARTY RIGHTS. BROCADE DOES NOT WARRANT THAT ANY PRODUCTS WILL BE ERROR-FREE, OR THAT ANY DEFECTS THAT MAY EXIST IN ITS PRODUCTS CAN BE CORRECTED. IN NO EVENT SHALL BROCADE BE LIABLE FOR COST OF PROCUREMENT OF SUBSTITUTE GOODS, LOST PROFITS OR ANY OTHER SPECIAL, INDIRECT, CONSEQUENTIAL OR INCIDENTAL DAMAGES (INCLUDING BUT NOT LIMITED TO LOST DATA), HOWEVER CAUSED WHETHER OR NOT BROCADE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS DO NOT ALLOW LIMITATION OR EXCLUSION OF LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THAT LIMITATION OR EXCLUSION MAY NOT APPLY.



- [Overview](#)
- [Downloads](#)
- [Documentation](#)
- [Forums](#)
- [FAQs](#)
- [Warranty & RMA](#)
- [Email Support](#)
- [Data Recovery](#)

Warranty & RMA

[Check RMA Status](#)

[Warranty Information](#) [Get Support](#) [Product Registration](#) [Warranty Registration](#)

Buffalo Americas, Inc. (Buffalo) warrants its products, specified below, are free from defects in material and workmanship under normal use, for the designated warranty period specified below. Subject to the conditions and limitations set forth below, Buffalo will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. The warranty becomes effective from the date of shipment. In the event this product is found to be defective within the warranty period, Buffalo will, at its discretion, repair or replace the defective product.

Buffalo now offers a 5-year enhanced warranty for select TeraStation products. Please visit the enhanced warranty page for more information.

Business Switch lifetime warranty requires warranty registration within 90 days of purchase.

Please refer to the following table for specific standard warranty periods.

[\[close all \]](#)

Network Storage

Product	Product Series	Warranty Period
LinkStation™ Live, LinkStation™ Pro, LinkStation™ Duo, LinkStation™ Pro Duo, LinkStation™ Pro Quad	LS-XL, LS-VL, LS-WXL/RL, LS-WXL/1D, LS-WVL/RL, LS-QVL/MS	1-year
LinkStation™ 210, LinkStation™ 220	LS210D, LS220D	2-year
LinkStation™ 410, LinkStation™ 420, LinkStation™ 421e, TeraStation™ Duo, TeraStation™ III, TeraStation™ III Rackmount, TeraStation™ ES, TeraStation™ III (SCSI) Rackmount, TeraStation™ 1200, TeraStation™ 3400, TeraStation™ 3400r Rackmount, TeraStation™ 5200, TeraStation™ 5400, TeraStation™ 5400r, TeraStation™ 5600, TeraStation™ 5800, TeraStation™ 7120r, TeraStation™ 7120r Enterprise, TeraStation Pro™ Duo WSS, TeraStation Pro™ Quad WSS, TeraStation Pro™ Rackmount WSS, TeraStation Pro™ 6 WSS, TeraStation™ 5200 WSS, TeraStation™ 5400 WSS, TeraStation™ 5400r Rackmount WSS, TeraStation™ 5800 WSS.	LS410D, LS420D, LS421DE, TS-WXL/RL, TS-WXL/1D, TS-XL/RS, TS-8XL/RS, TS-XL/RS, TS-0L/RS, TS-RDL/RS, TS200D, TS3400D, TS3400R, TS5200D, TS5400D, TS5400R, TS5600D, TS5800D, TS-2R2SD, TS-2R2HD, WS-WVL/RL, WS-QVL/RS, WS-RVL/RS, WS-6VL/RS, WSS200D(R2), WSS400D(R2), WSS400R(R2), WSS600D(R2)	3-year

Desktop Hard Drives

Product	Product Series	Warranty Period
DriveStation™	HD-LCU3	1-year
DriveStation™ Axis Velocity	HD-LXU3	2-year
DriveStation™ DDR, DriveStation™ Mini Thunderbolt SSD, DriveStation™ Duo USB 3.0, DriveStation™ Quad USB 3.0	HD-GDU3, SSD-WAT, HD-WHU3, HD-QHU3	3-year

Portable Hard Drives

Product	Product Series	Warranty Period
MiniStation™	HD-PCFU3	1-year
MiniStation™ Plus	HD-PNTU3	2-year
MiniStation™ Extreme, MiniStation™ Thunderbolt, MiniStation™ DDR, MiniStation™ Air	HD-#2U3, HD-PATU3, HD-PGDU3, HDW-PDU3	3-year

© 2015 Buffalo Americas, Inc. All Rights Reserved

GLOBAL SITE MAP PRIVACY POLICY

Accessories

Product	Product Series	Warranty Period
USB 3.0 ExpressCard Adapters	IFC-PCIE2US, IFC-EC2US/UC	1-year

Optical Disc Drives

Product	Product Series	Warranty Period
MediaStation™ DVD and Blu-Ray Burners	DVSM-PC5BU2VB, BRXL-PC6U2B, BRXL-16U3	2-year

Wireless Networking - Purchased On or After Dec 1, 2011

Product	Product Series	Warranty Period
AirStation™ Extreme AC 1750, AirStation™ AC 1750 DD-WRT, AirStation™ Extreme AC 1200, AirStation™ N600, AirStation™ Extreme N600, AirStation™ N600 DD-WRT, AirStation™ AC433 Travel Router, AirStation™ N300 DD-WRT, AirStation™ N150 and AirStation™ wireless adapters and accessories	WZR-1750DHP, WZR-1750DHPD, WZR-1166DHP, WNR-600D, WZR-600DHP2, WZR-600DHP2D, WMR-433-BK, WZR-300DHP2D, WCR-GN, WLI-H4-D1300, WLI-TX4-AG300N, WLAE-AG300N, WLI-UC-G300HR, WLI-UC-G300N, WLI-UC-G450, WLI-UC-GNHR, WLI-UC-GNM, WLE-DA2, WLE-2DA, WLE-HG-DYG, WLE-RMC	3-year

Wireless Networking - Purchased Prior to Dec 1, 2011

Product	Product Series	Warranty Period
AirStation™ High Power N600, AirStation™ High Power N450, AirStation™ High Power N300, AirStation™ N150 and all Wireless Accessories	WZR-HP-AG300H, WZR-HP-G450H, WZR-HP-G300NH, WNR-HP-G300N, WCR-GN, WLI-TX4-AG300N, WLAE-AG300N, WLI-UC-G300HR, WLI-UC-G300N, WLI-UC-G450, WLI-UC-GNHR, WLI-UC-GNM, WLE-DA2, WLE-2DA, WLE-HG-DYG, WLE-RMC, WLE-LNC, WLE-KG-VPB	2-year

Wired Networking - Purchased On or After Dec 1, 2011

*Lifetime warranty requires warranty registration within 90 days of purchase.

Product	Product Series	Warranty Period
Multi-port switches	BS-GU2016, BS-GU2024, BS-GU2016P, BS-GS2008, BS-GS2016, BS-GS2024, BS-GS2048, BS-GS2008P, BS-GS2016P, BS-GS2024P	Lifetime*
Multi-port switches	LSW3-GT-SEP/W, LSW4-GT-8EP/W, LSW3-TX-SEP/W, LSW3-TX-8EP/W, BS-2108U, BS-2116U	3-year

Wired Networking - Purchased Prior to Dec 1, 2011

Product	Product Series	Warranty Period
Multi-port switches	LSW3-GT-SEP/W, LSW4-GT-8EP/W, LSW3-TX-SEP/W, LSW3-TX-8EP/W, BS-2108U, BS-2116U	2-year

Memory

Product	Product Series	Warranty Period
Certified, TechWorks™, FireStix™, Select	All applicable disks	Lifetime

Limitations of Warranty

This warranty does not include non-Buffalo Americas installed components. This limited warranty does not cover any damage to the product that results from abnormal mechanical or environmental conditions, abuse, accident, improper installation, misuse, insufficient or excessive electrical supply, natural disaster, or any unauthorized disassembly, repair, or modification. This limited warranty also

does not apply to any product on which the original product label and or UPC information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as second-hand or has been resold contrary to US export regulations.

This limited warranty covers only replacements for defective Buffalo products, as described above. Buffalo does not cover under warranty and is not liable for any loss of data or any costs associated with diagnosing the source of system problems or installing, removing or servicing Buffalo products. This warranty excludes 3rd party software, connected equipment or stored data. In the event of a claim, Buffalo's sole obligation shall be to replace our product with its equivalent or the best possible substitute.

Under no circumstances shall Buffalo Americas be liable in any way to the user for damages, including any lost profits, lost savings or other incidental or consequential damages arising out of the use of, or inability to use, the Buffalo products. Buffalo Americas reserves the right to revise or update its products, software, or documentation in keeping with technological advances without obligation to notify any individual or entity.

Technical Support and firmware upgrades for Buffalo Americas products are restricted to the country/region of purchase. Please refer to the Buffalo Technical Support Information received with your product purchase.

Buffalo AirStation Open Source DD-WRT Routers shipped after 3/1/2014 are factory pre-loaded with the open source version of DD-WRT. All development, firmware updates, technical and configuration support will be provided by DD-WRT and the DD-WRT community. Buffalo Americas provides a limited hardware warranty that covers malfunctioning hardware. [Click here for more information on what is covered by this warranty.](#)

RMA Procedures and Requirements

Defective products may be replaced by the authorized Buffalo reseller or distributor from which the product was originally purchased, or directly through Buffalo based on the following procedures and requirements.

When returning a product, include your original proof of purchase. Return requests cannot be processed without proof of purchase. Shipment of returned product to Buffalo Americas is the responsibility of the purchaser. All expressed and implied warranties for the Buffalo product are limited in duration to the specified warranty period.

Please have your proof of purchase receipt to get warranty support. All defective products shall be returned with a proof of purchase. In no event shall Buffalo Americas's liability exceed the price paid for the product from direct, indirect, special, incidental, or consequential damages resulting from the use of the product, its accompanying software, or its documentation. Buffalo Americas does not offer refunds for any product.

Buffalo Americas replacement products are only shipped within the USA and Canada. If product has been exported outside these countries, customer must supply a US or Canadian address for shipping the replacement.

Additional requirements apply to memory product warranty support.

[Download Memory Warranty Statement](#) 

Important Notice

Buffalo devices are designed for home or office use. Buffalo cannot be made liable for any damages, loss of data or damage following thereof (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use of or inability to use this Buffalo product, even if Buffalo has been advised of the possibility of such damages.

Buffalo does not perform any data recovery services. If you are unable to access data on your drive due to damage such as that mentioned above, you may wish to consider contacting an independent data recovery service.

To protect against power surges and power outages, we strongly recommend that you use power

surge protection and UPS solutions suitable for your situation.

Good IT practice suggests that you back up your data and store the backed-up data in a secure place, called vaulting, which assumes that an organization's computer files are copied regularly on some type of removable medium, such as magnetic tape, CD or hard disk, and then delivered to an off-site location for safekeeping. The timing and extent of backups can vary (from continuous real time to once a day or once a week), depending on the organization's needs.

This warranty is void if:

- The product was operated/stored in abnormal use conditions;
- The product is repaired, modified or altered
- The product was subjected to abuse, neglect, electrical fault, improper packaging, accident or acts of nature;
- The product was installed improperly;
- The serial number of the product is defaced or missing;
- The tamper seal on the casing is broken.
- The product is upgraded with firmware not applicable to region of purchase.

For further questions, please contact our technical support staff.

[Download Memory Warranty Statement](#) ↗

[Download Buffalo Warranty Statement for Refurbished Products](#) ↗



C2G'S TERMS AND CONDITIONS

C2G T&C Policy. If you can't find what you are looking for, please contact us.

Shipping

C2G carries a full inventory of cabling and networking products available through this website, which enables us to ship most orders within 24 hours. Your order from C2G will ship by FedEx. Packages can be tracked using your FedEx tracking number by visiting the FedEx web site. All orders are shipped standard ground unless next-day or second-day service is specified on the order shipping page. Both next- and second-day shipping methods are at higher rates than standard ground shipping. Orders are shipped during business hours Monday - Friday.

Payment

C2G accepts Visa, MasterCard, Discover, and American Express. We do not add any credit card surcharges. Open account terms are available to qualifying customers only - please contact your Account Manager or Customer Service at 800.506.9607 for additional information.

Tax

A reseller must submit current resale certificates for the states where they do business to C2G to be exempt from the appropriate state sales taxes. A tax-exempt business (not a reseller) must submit a current tax-exemption form to C2G to be exempt from the home state sales tax. Otherwise, resellers and tax-exempt businesses will be charged state sales tax on all orders.

Sales tax is assessed to all end-user orders that are shipped to Alabama, Arizona, California, Colorado, Florida, Georgia, Illinois, Iowa, Massachusetts, Michigan, Missouri, New Jersey, North Carolina, Ohio, South Carolina, Tennessee, Texas, Utah, and Washington.

Warranty

C2G provides a lifetime guarantee against defects and workmanship on all custom and distributed cables. Please note that **CUSTOM CABLE ASSEMBLIES ARE NON-REFUNDABLE AND NON-CANCELLABLE**. Warranties do not apply to damage from misuse or any consequential damages. Other important policies include:

Returns

If you are not completely satisfied with your purchase, C2G offers a 30 day right of return on most items subject to the terms and conditions identified below.

- To return an item, contact Customer Service at 800.506.9607 to obtain a Return Authorization (RMA) number. RMA numbers are valid for 30 days after the original invoice date of the order and cannot be extended or re-issued. We are unable to accept returns without an RMA number.
- All returns except those of defective product are subject to a 15% restocking fee, and additional charges for handling or freight are refunded only in cases of defective products.
- Return freight must be shipped prepaid, and we recommend that you insure the package, as you are responsible for risk of loss on all returned packages. We also recommend that you make sure you pack the carton properly for return, as C2G will not issue credit for product damaged en route back to us due to poor shipping practices. We do not issue call tags for product returns.
- Returned product must be clean, undamaged, and complete with all manuals, accessories, documents and packaging. The items must be in a resalable condition free of any non-removable labels or writing on the product or product packaging, and the UPC code must be intact for you to receive credit. The product must also have with it upon return to us a copy of the original invoice or packing slip, and the appropriate RMA paperwork must be completed and in our possession (preferably with a copy enclosed in the box upon return). Products that are received by us that do not meet these conditions will be subject to additional charges and/or will not be processed as returns, and we will attempt to contact you to determine the disposition of these goods prior to their disposal.
- If your item is not working properly, please contact your Account Manager at 800.506.9607 for help in troubleshooting your application. In rare cases we do find that we have a defective item, and in that case you can return that item to C2G within 30 days for replacement or repair. If the item is a stock C2G item, we will repair or replace that item (at our discretion) immediately upon receipt and evaluation of the original product. We can also cross ship replacements products at a charge, and credit back the original transaction (upon receipt and evaluation of the original goods) in

- Opened electronic non-defective product is not available for return, exchange, or credit.
- Many of our products carry Manufacturer's Warranty Only.
- All other products, including network electronics, power protection and peripheral sharing products are covered by their manufacturer's warranty which is subject to change without notice.

Shipping Discrepancies

It is your responsibility to confirm that you received all of the items as indicated on your packing slip. Failure to report shipping discrepancies within five days prevents us from accurately problem-solving the issue, and variances reported after five days will not be credited regardless of circumstances.

Legal Disclaimers

Seller hereby expressly disclaims all warranties either expressed or implied warranty of merchantability or fitness for a particular purpose. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty, if any. Title to goods herein being purchased is retained by the seller until goods are paid for by the purchaser and at that time title passes to the purchaser. If goods herein being purchased are being purchased for purposes of export, purchaser must obtain from the federal government certain export documentation before shipping to a foreign country. In addition, manufacturers' warranties for exported goods may vary or even be null and void. If you have questions, please inquire. Any and all liability is only for the products purchased.

Please Note: Lastar™, Inc. DBA Quiktron®, and C2G is no longer registered with the Directorate of Defense Trade Controls (DDTC), and is no longer authorized to manufacture or sell products that are controlled by the International Traffic of Arms Regulations ("ITAR"). Lastar, Inc. will not manufacture and/or sell any custom products that are controlled by ITAR, including those products that are designed or modified for military end-use. By placing an order for the quoted item you are certifying that the item is not a defense article controlled by the ITAR.

Limitation of Liability

IN NO EVENT SHALL C2G, ITS SUBSIDIARIES OR AFFILIATES, OR THEIR RESPECTIVE PARTNERS, OFFICERS, DIRECTORS, EMPLOYEES, SHAREHOLDERS, REPRESENTATIVES OR AGENTS (COLLECTIVELY, "C2G") BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, OR INDIRECT DAMAGES (INCLUDING BUT NOT LIMITED TO, LOSS OF DATA, USE OR PROFITS), HOWEVER CAUSED, WHETHER FOR BREACH OF CONTRACT, NEGLIGENCE, OR

cases where the replacement item is needed immediately. If the defective item is from another manufacturer we will process the return for you in conjunction with their terms and conditions, providing credit, repair or replacement as their terms dictate. After 30 days from invoice all defective merchandise returns for products from other manufacturers must be handled directly with that manufacturer in accordance with their warranty.

- Any item that involves electronic components cannot be returned to us once opened except in cases of manufacturing defects. Products will be evaluated upon return to us (or to the manufacturer) to confirm defects prior to completing disposition of the RMA.
- For C2G stock products your right of return covers products that are opened or unopened, and items you are returning because of defects or simply because you changed your mind. We offer a lifetime guarantee for all of the products we manufacture to be free of defect in workmanship or components. Non-working products can be returned to us for repair or replacement at any time but we do not warrant them for mis-use, or for any consequential damages from their use. There is no right of return for any clearance items or parts identified as being "all sales final" except in cases of manufacturing defects.
- For products sold by C2G for other manufacturers, your return rights for non-defective items are subject to the rules of that manufacturer. If that manufacturer does not allow for returns on opened items, there is no provision for return to C2G (except in cases of manufacturer defects, which may be covered under a manufacturer's warranty). If that manufacturer allows returns but charges restocking fees, their fees will be applied in addition to our own in the handling of credit for your RMA. Most manufacturers only allow returns within 30 days, so you must process returns of products from other manufacturers back to us within 20 days of the original invoice date to allow us 10 days to process the return internally, and failure to do so will negate your right of return to us.
- Custom cables and other build-to-order products are non-cancelable and non-refundable. All custom cables are guaranteed to be free of defect in workmanship or components, but are not guaranteed for fit of purpose to the application. In cases where the customer has provided a configuration we do guarantee that the construction of the cable matches the customer-provided specification. Cables deemed defective will be replaced or repaired at our sole discretion. Custom cables that were ordered incorrectly may be returned for rework at a charge; please realize that the turnaround of these items is subject to our production schedule, and expedite fees may be necessary to provide immediate repair or replacement.
- C2G reserves the right to authorize product returns beyond 30 days from the invoice date in some cases. If the product is accepted after 30 days, credit will be issued toward FUTURE PURCHASES ONLY and SOME ADDITIONAL RESTOCKING CHARGES MAY BE APPLIED.

OTHERWISE, AND WHETHER OR NOT C2G HAS BEEN ADVISED OF THE POSSIBILITY OF ANY SUCH DAMAGES. YOU AGREE THAT C2G'S MAXIMUM LIABILITY ARISING FROM ANY PRODUCT SOLD BY C2G SHALL NOT EXCEED THE PRICE OF SUCH PRODUCT. SOME JURISDICTIONS DO NOT ALLOW THE LIMITATION OF EXCLUSION OF LIABILITY FOR CERTAIN DAMAGES, SO THE ABOVE MAY NOT APPLY TO YOU TO THE EXTENT SUCH JURISDICTION'S LAW IS APPLICABLE TO THIS AGREEMENT.

- Custom packaged or kitted items manufactured by C2G can be returned. However, these items are subject to a restocking fee up to 30%. Restocking fees for kitted or custom packaged items are assessed at the time of the return. Condition of items returned and related packaging will be strongly considered. Custom or sourced items included as part of a kit or that are custom packaged are subject to the Custom cable or sourced item terms and conditions.
- All credits from RMAs must be used within one calendar year of issue.



United States | Canada | Europe

Copyright © 2015 C2G. All Rights Reserved

800.506.9607

A Group brand | legrand

Click to Chat or Call Us 1-800-456-3355

Premier Login

Dell recommends Windows.



Products Solutions & Services Support My Account



Financing Live Chat or Call Available Contracts Coupons 10% Back in Rewards*



Dell Networking - Lifetime Limited Warranty (LLW)¹

Dell Networking Platforms	Hardware	Software	Response Time	Clarifications or Limitations
Dell Networking N2000 Series Dell Networking N3000 Series Dell Networking N4000 Series	Dell Networking LLW	90 Day Warranty	Next Business Day	Optics, modules, fans and external power supplies are covered if purchased at time of sale and tied to the service tag of the device.
Dell Networking X1000 Series Dell Networking X4000 Series	Dell Networking LLW	90 Day Warranty	Next Business Day	Optics, modules, fans and external power supplies are covered if purchased at time of sale and tied to the service tag of the device.
PowerConnect 2800 Series PowerConnect 3500 Series PowerConnect 5500 Series PowerConnect 6200 Series PowerConnect 7000 Series PowerConnect 8000 Series PowerConnect 8100 Series	PowerConnect LLW	90 Days Warranty	Next Business Day	Optics, modules, fans and external power supplies are covered if purchased at time of sale and tied to the service tag of the device.

Dell Networking Limited Warranty¹

Dell Networking Platforms	Hardware	Software	Response Time	Clarifications or Limitations
Dell Networking Z500x Series	1 Year Return to Depot	90 Days Warranty	Return for repair	Optics, modules, fans and external power supplies are covered if purchased at time of sale and tied to the service tag of the device. Warranty applies to the original owner and is not transferable.
Dell Networking S4810-ON, S6000-ON, S4048-ON	1 Year Return to Depot	90 Days Warranty	Return for repair	Optics, modules, fans and external power supplies are covered if purchased at time of sale and tied to the service tag of the device. Software warranty provided by 3rd party vendor for Non Dell OS
Dell Networking S5000 Series Dell Networking S6000 Series	1 Year Return to Depot	90 Days Warranty	Return for repair	Optics, modules, fans and external power supplies are covered if purchased at time of sale and tied to the service tag of the device.
Dell Force10 Z-Series, S4810, S4820T	1 Year Return to Depot	90 Days Warranty	Return for repair	Optics, modules, fans and external power supplies are covered if purchased at time of sale and tied to the service tag of the device.
Dell Force10 C-Series and E-Series: Chassis and line cards	1 Year Return to Depot	90 Days Warranty	Return for repair	
Dell Networking MXL and PowerEdge M I/O Aggregator	3 Years Return to Depot	3 Years Warranty	Next Business Day Onsite Service	
Dell Networking S25 Series Dell Networking S50 Series Dell Networking S55 Series	5 Years Return to Depot	5 Years Warranty	Return for repair	Optics, modules, fans and external power supplies are covered if purchased at time of sale and tied to the service tag of the device.

Dell Networking S60 Series

1 Year for Optics and LEDs

Dell Networking Limited Hardware Warranty & Extended Life Limited Warranty¹

Dell Networking W-Series Platforms	Hardware	Software	Response Time	Clarifications or Limitations
W-Series - Controllers	1 Year Replacement	90 Days Warranty	Next Business Day Advanced Replacement	Warranty limits any power supply, antennae or accessories to one year from date of purchase. Warranty applies to the original owner and is not transferable.
W-Series - Access Points Except [W-AP68, W-AP175, W-IAP175]	ELW End-of-Life plus 5-Year Replacement	90 Days Warranty	Next Business Day Advanced Replacement	Warranty limits any power supply, antennae or accessories to one year from date of purchase. Warranty applies to the original owner and is not transferable.
W-Series - Other W-AP68, W-AP175, W-IAP175	1 Year Replacement	90 Days Warranty	Next Business Day Advanced Replacement	Warranty limits any power supply, antennae or accessories to one year from date of purchase. Warranty applies to the original owner and is not transferable.
AirWave & ClearPass	1 Year Replacement	90 Days Warranty	Next Business Day Advanced Replacement	

Extended Life Limited Hardware Warranties

Brocade Platforms	Hardware	Software	Response Time	Clarifications or Limitations
Brocade Switches 300, 4900, 5000, 5100, 5300	3 Years Repair/Replace Onsite	90 Days Warranty	Next Business Day Onsite Service	Brocade line cards, optics, and LEDs are covered for one year from purchase.
Brocade Switches (Gen5) 6505, 6510, 6520, DCX 8510	3 Years Replacement	3 Years Warranty	Next Business Day Parts Only	
B-Series: B-FCX, B-FC3s	EOL + 5 Year Repair	EOL + 5 Years Warranty	Next Business Day Parts Only	Warranty excludes removable optics and LEDs. Warranty not transferable.
B-Series: B-RX, B-T124X	1 Year Repair/Replace Onsite	1 Year Warranty	Next Business Day Onsite Service	Line cards, optics, and LEDs are covered for one year from purchase.
B-Series: B-8000, B-8000e, B-8510 (48 slot), B-DCX 45, and B-MLXe	3 Years Replacement	90 Days Warranty	Next Business Day Parts Only	Line cards, optics, and LEDs are covered for one year from purchase.
M-Series Blade I/O Modules: M5424, M6220, M6348, M6505, M8024-k, and Mellanox: 4001F, 4001T, 4001Q	1 Year Replacement	1 Year Warranty	Next Business Day Onsite Service	Line cards, optics, and LEDs are covered for one year from purchase.
M-Series Blade I/O Modules: M8428-k, B/4Gbps SAN Module, Pass-Throughs, and Mellanox: M3601Q and M2401G	3 Year Replacement	3 Years Warranty	Next Business Day Onsite Service	
Cisco Platforms	Hardware	Software	Response Time	Clarifications or Limitations
Cisco Catalyst 3130X, 3130G, 3032 and Nexus Fabric Extender (822Dell FE3)	3 Year Replacement		1 Year Warranty	Next Business Day Onsite Service

¹Dell Networking LLW details and disclaimers:

Select Dell Networking and PowerConnect products carry a Lifetime Limited Hardware Warranty with Basic Hardware Service (repair or replacement) for as long as you own the product. Dell Networking LLW applies to the original owner and is not transferable. Dell warrants software for a period of ninety (90) days from the date of purchase, to be free from defects in material and workmanship and substantially conform to its specifications under normal authorized use consistent with product. The Dell Networking LLW does not include configuration, set up, or other advanced services provided by Dell ProSupport.

The Dell Networking LLW does not apply to products purchased before first product announcement in March 2011. The Dell Networking LLW is non-transferable for all N-Series, X-Series, and PowerConnect products purchased after April 1, 2014 - dates vary by region. Contact customer service to verify if your product qualifies. See <http://www.dell.com/Warranty> for more details.

³Dell Networking Limited Warranty details and disclaimers

Select Dell Networking and Force10 products (including Force10) carry a Limited or Limited Lifetime Hardware Warranty. Dell warrants these products for a period of one (1), three (3) OR five (5) years, commencing from the date of original shipment by Dell Networking, that the hardware portion of the product(s) listed above ("Hardware") purchased from Dell Networking or its authorized resellers, shall be free of defects in material and workmanship under normal use and will perform substantially in accordance with Dell Networking's published specifications provided to Customer with the Hardware that are applicable to the product release purchased. If the Hardware fails to comply with the foregoing warranty during the applicable warranty period (a "Defect"), Dell Networking, at its sole discretion, shall repair or replace the Hardware that is determined to be defective, provide a workaround for the non-conforming Hardware, or if replacement or repair is impractical, refund the fees paid by Customer for such non-conforming Hardware, (solely pursuant to the Hardware Return Material Authorization process describe below). The warranted Hardware may include some used, refurbished or remanufactured components which are warranted the equivalent of new. Return for Repair: (7-10) business days from the time of receipt of product at repair facility. Return time may vary based on regional location and shipping restrictions.

Limited Software Warranty – Dell warrants the software for a period of ninety (90) days, three (3) OR five (5) years commencing from the date of original shipment by Dell Networking, that the software portion of the products (the "Software" as described below) purchased from Dell Networking or its authorized resellers, will perform substantially in accordance with the Dell Networking's published specifications provided to Customer with the Software for the product purchased. If the Software fails to comply with the foregoing warranty during the applicable warranty period, Dell Networking, at its sole discretion, shall repair or replace the Software that is determined to be defective, provide a workaround for the non-conforming Software, or if replacement or repair is impractical, refund the fees paid by Customer for such non-conforming Software. If the Customer purchases media, Dell Networking warrants for sixty (60) days commencing from the date of original shipment by Dell Networking that the media upon which the Software is furnished shall be materially free of defects in material and workmanship under normal use. The sole and exclusive remedy of the Customer shall be replacement of software media. Dell Networking does not warrant or guarantee that the Software is free from errors or "bugs" or that the Customer will be able to operate the Software without interruption or problems or that the functions in the Software will operate in all combinations of hardware and software which may be selected by Customer or will meet Customer's requirements. Software Warranty is provided by 3rd party vendor. Non-Dell OS will be warranted by 3rd Party that provides that software, and not by Dell Networking.

The information contained herein is subject to change without notice. The only warranties for Dell products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Dell, Inc. shall not be liable for technical or editorial errors or omissions contained herein. The warranty period is not extended if Dell repairs or replaces a warranted product or any parts. Dell may change the availability of warranties, at its discretion, but any changes will not be retroactive.

Repair/Replacement: Covers service parts and/or whole unit exchange to repair and/or replace defect(s) in workmanship occurring within the hardware warranty period.

⁴Dell Networking Limited Hardware Warranty & Extended Life Limited Warranty details and disclaimers

Select products sold by Dell Networking carry an Extended Life Limited Hardware Warranty (ELW) with Basic Hardware Service, which extends until 5 years after Dell stops selling the product model (End-of-Life or EOL), subject to the specific clarifications and limitations listed above. The Extended Life Limited Hardware Warranty is not transferrable. Dell warrants software for a period, as identified on the table (from the date of purchase), to be free from defects in material and workmanship and substantially conform to its specifications under normal authorized use consistent with product. Hardware and Software warranties do not include configuration, set up, or other advanced services provided by Dell ProSupport.

⁴Extended Life Limited Hardware Warranty details and disclaimers

Select Cisco and Brocade products sold by Dell Networking carry an Extended Life Limited Hardware Warranty (ELW) with Basic Hardware Service, which extends until 5 years after Dell stops selling the product model (End-of-Life or EOL), subject to the specific clarifications and limitations listed above. The Extended Life Limited Hardware Warranty is not transferrable. Dell warrants software for a period, as identified on the table (from the date of purchase), to be free from defects in material and workmanship and substantially conform to its specifications under normal authorized use consistent with product. Hardware and Software warranties do not include configuration, set up, or other advanced services provided by Dell ProSupport.

For additional information, please use the following links

<http://www.dell.com/learn/us/en/19/terms-of-sale-commercial-and-public-sector-warranties>

Dell Limited Warranty:

- www.dell.com/Warranty



Do more with Dell

- Employee and Student Discounts
- PartnerDirect
- The power to do more
- Dell Outlet
- TechCenter
- Make a Payment

Company

- Investors
- About Dell
- Corporate Social Responsibility
- Customer Engagement
- Careers
- Newsroom

Legal

- Ads & Emails
- Privacy Statement
- Legal & Regulatory
- Terms of Sale
- Trademarks

Community

- The Dell Community
- Read our Blog
- Support Forums
- Events



United States

***Dell Business Credit: OFFER VARIES BY CREDITWORTHINESS AS DETERMINED BY LENDER.** Offered by WebBank to Small and Medium Business customers with approved credit. Taxes, shipping and other charges are extra and vary. Minimum monthly payments are the greater of \$15 or 3% of account balance.

Ultrabook, Celeron, Celeron Inside, Core Inside, Intel, Intel Logo, Intel Atom, Intel Atom Inside, Intel Core, Intel Inside, Intel Inside Logo, Intel vPro, Itanium, Itanium Inside, Pentium, Pentium Inside, vPro Inside, Xeon, Xeon Phi, and Xeon Inside are trademarks of Intel Corporation in the U.S. and/or other countries.

Offers subject to change. Valid only on Dell monitors: U2415, U2515H, U2913WM and UP2414Q. Taxes, shipping, handling and other fees apply. Valid for new U.S. online purchases through the Dell.com Small Business Electronics and Accessories site and for phone orders of Dell monitors U2415, U2515H, U2913WM and UP2414Q purchased without a system only. Availability varies and quantities may be limited. Dell reserves the right to cancel orders arising from pricing or other errors. Not valid for resellers and/or online auctions. Purchase limit of 5 items per order. Coupon expires 5/31/2015.

*Rewards are provided in the form of a promotional code. 10% back in rewards valid only on purchases using Dell Business Credit (DBC) and Dell Advantage Loyalty Program. 5% back in rewards valid on all other Dell Advantage purchases. Bose products only eligible for 5% rewards with Dell Advantage. Rewards arrive separately from purchase, typically in 10-20 days from ship date via email; expires in 90 days (except where prohibited by law). Any balance remaining on your purchase after Dell Advantage rewards are applied may not be paid with DBC and instead a separate form of payment must be used. Refurbished and/or used purchases do not qualify for rewards. Terms and conditions apply. Dell.com/rewardterms.

*Second Business Day Shipping: Not available on televisions 40" or larger, Promethean Smart Boards, NetShelter Empty Racks and Loaded Racks, 5520 Interactive projector solutions, and 55" Dell Branded Monitors.

NETGEAR for HOME BUSINESS SERVICE PROVIDERS



NETGEAR

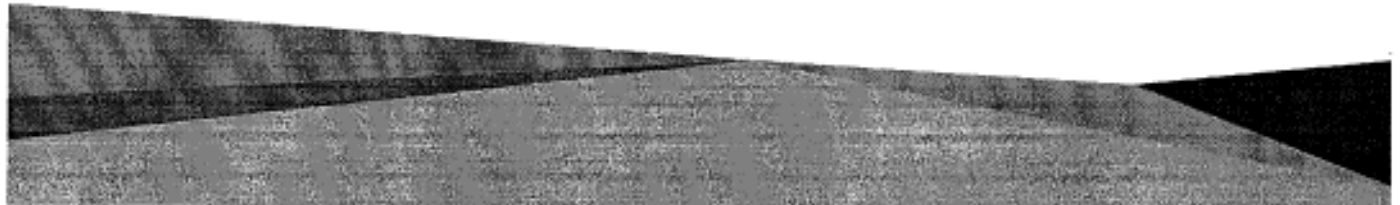
Search

MyNETGEAR

PRODUCTS

SOLUTIONS

About Us / Warranty Information /



ABOUT US

INVESTOR RELATIONS

CONTACT US

CAREERS

AR®

[Management Team](#)

LIMITED HARDWARE WARRANTY

[Investor Relations](#)

Thank you for selecting NETGEAR products.

[Careers](#)

Important!

[Press Releases](#)

To register your product, receive the complimentary support period, and view general product information and documentation, direct your Web browser to:

[In the News](#)

<https://my.netgear.com/registration/login.aspx>

[Environment](#)

Please retain your receipt as proof of purchase.

[Regulatory/Ex... Compliance](#)

HOW CONSUMER LAW RELATES TO THIS WARRANTY

[Corporate Social Responsibility](#)

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE, PROVINCE, OR COUNTRY.

[NETGEAR Gives Back](#)

OTHER THAN AS PERMITTED BY LAW, NETGEAR DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU HAVE, INCLUDING THOSE THAT MAY ARISE FROM THE NONCONFORMITY OF A SALES CONTRACT. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR STATE, PROVINCE, OR COUNTRY.

[Trademarks](#)

FOR OUR AUSTRALIAN CUSTOMERS: PLEASE NOTE THAT THIS WARRANTY IS IN ADDITION TO ANY STATUTORY RIGHTS IN AUSTRALIA IN RELATION TO YOUR GOODS WHICH, PURSUANT TO THE AUSTRALIAN CONSUMER LAW, CANNOT BE EXCLUDED. If statutory guarantees apply by virtue of the Australian Consumer Law, those guarantees cannot be excluded, and you are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

[Events](#)[Partners](#)[Privacy Policy](#)[Ad & Cookie Policy](#)

For standard NETGEAR warranty support in Australia please call: 1 300 361 254. If you have a return authorization number given to you by NETGEAR technical support, please send your product to the following address:

[Warranty Information](#)

Returning unit via Australia Post (recommended):

NETGEAR Returns
PO BOX 7528,
SILVERWATER NSW 2128

Returning unit via Courier:

NETGEAR Returns


[Top Brands \(/brands\)](#)
[Network Upgrades \(/category/network_upgrades_55536f03bf0ca\)](#)
[Memory Upgrades \(/category/memory_upgrades\)](#)
[Accessories \(/category/accessories\)](#)
[Connector Tool \(/connector\)](#)

[SYSTEM CONFIGURATION SEARCH](#)
[All](#)

AddOn Computer Peripherals

AddOn Peripherals is a leading supplier of Network Connectivity and Computer Upgrade products to channel partners, resellers and OEMs. AddOn products are renowned for their value because of their extremely high quality, comparatively low cost all while being delivered in a timely and reliable manner.

Our commitment to internal quality assurance, includes testing of each individual product specifically for the environment and application that it will operate within. Taking these steps means that our customers receive products that not only exceed the OEM specification but also work exactly as they are intended to be used right out of the box, guaranteed!

Products

Memory Upgrades

AddOn Memory Upgrades is your memory partner with upgrades available for all the latest notebooks, desktops, servers and workstations. AddOn Memory Upgrade products are manufactured to JEDEC standards, to fully meet and exceed OEM specifications.

Lifetime Warranty on Memory Upgrades

Laptop, Desktop, Workstation and Server Memory Upgrades

100% Tested and Guaranteed Compatible

Competitive Pricing

Networking Upgrades

AddOn Network Upgrade products are available for all legacy and current technology switch manufacturers. AddOn Network Transceiver products are manufactured to exceed configured OEM standards, and will not void service warranties.

Extended Warranty on Transceiver Products

Complete line of GBIC, SFP, SFP+, XFP, XENPAK and X2

100% Tested and Guaranteed Compatible

Competitive Pricing

Services

Service is the focus of the entire company, from Technical and Sales Support to Sales and Marketing. These services include:

On-line Product Configurator (/connector)

Extended Warranty

Toll-free Customer Service and Technical Support (/support)

Cisco Certified Network Architect[®], Microsoft Certified Professional[®] and A+ Microsoft Certified[®] Engineers and Technical Support Staff are In-House

Engineering Design, Programming and Packaging Services

Problem Solving Consultation

Quality Evaluation Programs (/evaluation)

Advance 24-Hour Product Replacement

Ask Us About Volume Promotional pricing

Warranty

Limited Lifetime Warranty: AddOn Computer provides a non-transferable serviceable lifetime warranty to the purchaser of AddOn Computer hardware product purchased from an authorized AddOn Computer reseller. AddOn Computer warrants to the original end customer of its products specified below that its products are free from defects in material and workmanship affecting form, fit, and function. All such products sold will work in the application specified at the time of purchase and will meet the datasheet specifications as found on AddOn Computer's Web site or otherwise provided by AddOn Computer. Any claim alleging that any product fails to conform to the foregoing may be made only by the customer who purchased such product and only while such customer owns such product and while the product remains within the serviceable lifetime period. AddOn Computer, at its option, will repair, replace, or provide a credit or refund of either the original purchase price or fair market value, whichever is lower, of any product that is determined by AddOn Computer to be defective. Some systems that use AddOn Computer products may be allowed to operate outside of the system manufacturer's published settings and AddOn Computer does not cover failure in these circumstances. This warranty covers only defects arising under normal use and do not include malfunctions or failures resulting from misuse, abuse, neglect, alteration, problems with electrical power, usage not in accordance with product instructions, acts of nature, or improper installation or improper operation or repairs made by anyone other than AddOn Computer or an AddOn Computer authorized third-party service provider. AddOn Computer reserves the right to substitute functionally equivalent new or serviceable used parts.

Except as listed below, all AddOn parts including Transceivers designed to reach less than 80 kilometers will carry a 10 year serviceable lifetime from the date of purchase from an AddOn authorized distributor. With respect to all Transceivers that are designed to reach 80 kilometers or further, or for any custom made AddOn part, the serviceable lifetime is 3 years. Batteries have a warranty of 1 year.

With respect to non-AddOn Computer-branded products, any warranty is provided by the original manufacturer and not by AddOn Computer. These products may only be returned in accordance with the return policy in effect for the original manufacturer. The warranties and technical support may vary from product to product.

This constitutes AddOn Computer's entire liability which will never exceed the price paid.

Limitations. THE PRODUCTS ARE NOT AUTHORIZED FOR USE AS CRITICAL COMPONENTS IN LIFE SUPPORT DEVICES OR SYSTEMS. EXCEPT AS SET FORTH HEREIN, ADDON COMPUTER MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, AND ADDON COMPUTER DISCLAIMS AND NEGATES ALL OTHER WARRANTIES, INCLUDING,

WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, CONFORMITY TO MODELS OR SAMPLES, OR ANY WARRANTIES OR INDEMNITIES AGAINST INTELLECTUAL PROPERTY INFRINGEMENT.

SOME STATES DO NOT ALLOW LIMITATIONS ON IMPLIED WARRANTIES, SO THESE LIMITATIONS MAY NOT APPLY TO YOU. IN NO EVENT SHALL ADDON COMPUTER BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. ALL DISPUTES ARISING OUT OF OR RELATED TO THE LIMITED WARRANTIES SET FORTH HEREIN (CUSTOMER DISPUTES) SHALL BE GOVERNED BY THE LAWS OF THE STATE OF CALIFORNIA. CLAIMS AGAINST ADDON COMPUTER FOR SHORTAGES SHALL BE DEEMED WAIVED IF NOT MADE WITHIN THREE (3) BUSINESS DAYS AFTER RECEIPT OF THE SHIPMENT.

[Home \(/\)](#) [About Us \(/aboutus\)](#) [Support \(/customer_support\)](#) [Contact \(/contacts\)](#) [Warranty \(/warranty\)](#) [Test Bed \(/testbed\)](#) [Shipment Status \(/shipmentstatus\)](#)

Original Equipment Manufacturer (OEM)® names may be registered trademarks of the respective OEM, and the OEM has neither authorized nor sponsored the use of its trademark or trade name. All OEM names are used for compa



ADTRAN WARRANTY

WARRANTY: During the warranty period and subject to the limitations herein, ADTRAN warrants that items sold by ADTRAN and supplied under Buyer's order shall be free from defects in materials and workmanship and will conform to applicable specifications. This warranty extends only to the original end user customer and is not transferable. Any such transfer shall void the above warranty. ADTRAN's liability herein, whether based upon breach of warranty or contract or negligence in manufacture, shall be limited to replacement or repair at ADTRAN's election of all such defective or nonconforming items, provided that this warranty shall apply only where Buyer has given ADTRAN written notice of such defects or nonconformity within the applicable warranty period. ADTRAN shall have the right prior to return to inspect at Buyer's facility any items claimed to be defective or nonconforming.

WARRANTY PERIOD: The warranty period applicable for your ADTRAN item supplied under Buyer's orders may be viewed at ADTRAN's website. All warranty periods begin on date of shipment from ADTRAN. All software is warranted for ninety (90) days, subject to the applicable license agreement.

The foregoing constitutes the sole and exclusive remedy of the Buyer and exclusive liability of ADTRAN AND IS IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESSED OR IMPLIED OR STATUTORY AS TO MERCHANTABILITY, FITNESS FOR PURPOSE SOLD, DESCRIPTION, QUALITY, PRODUCTIVENESS, NON-INFRINGEMENT OF ANY THIRD-PARTY INTELLECTUAL PROPERTY RIGHTS OR ANY OTHER MATTER. Without limiting the foregoing, in no event shall ADTRAN or its suppliers be liable to Buyer for any incidental, special, punitive, exemplary or consequential damages experienced by either Buyer or a third party (including, but not limited to, loss of data or information, loss of profits, or loss of use). ADTRAN is not liable for damages for any cause whatsoever (whether based in contract, tort, or otherwise) in excess of the amount paid for the item.

RETURNS: Return authorization and an RMA number must be obtained from ADTRAN prior to return of any item for repair. Buyer's rights to repair or replacement are governed by this Warranty.

SHIPPING:

United States and Canada. The cost of shipping an in-warranty or out-of-warranty item from Buyer's facility back to ADTRAN shall be paid by the Buyer. The cost of shipping an in-warranty repaired or replaced item from ADTRAN back to the Buyer by surface carrier shall be paid by ADTRAN. At the request of the Buyer, ADTRAN will utilize other means of express shipment in which case the cost of the return using express shipping shall be paid by the Buyer. The cost of shipping an out-of-warranty repaired item from ADTRAN back to the Buyer shall be paid by Buyer. In the case of a DOA (see "Dead on Arrival" section below), the cost of shipping the defective item back to ADTRAN and the cost of shipping the replacement item to Buyer is paid by ADTRAN.

Outside of the United States and Canada. The Buyer shall pay the cost of shipping the item from Buyer's facility to an ADTRAN designated ADTRAN Repair Depot. ADTRAN will return in-warranty repaired or replacement item to Buyer's named place Delivered Duty Paid ("DDP" INCOTERMS 2010) excluding Value Added Tax ("VAT"), meaning that ADTRAN will pay all costs, excluding VAT in bringing the item to the destination. In the case of a DOA (see "Dead on Arrival" section below), the cost of shipping the defective item to the designated repair depot and the cost of shipping the replacement item to Buyer, excluding VAT, is paid by ADTRAN.

REPAIR CHARGES: In-warranty repair will be made at no charge to Buyer provided that the reason for failure is not one of the exclusions under Warranty Restrictions herein. The cost of out-of-warranty repair is subject to a charge as quoted by ADTRAN. The cost of the repair will be invoiced to Buyer and return shipping expense will be the responsibility of the Buyer.

REPAIR WARRANTY: Repair work performed on an in-warranty item is warranted for the remainder of the original warranty period or six (6) months, whichever is greater. Repair work performed on an out-of-warranty item is warranted for six (6) months from the date of shipment of the repaired item from ADTRAN. This six (6) month period for in-warranty or out-of-warranty repair covers only the actual repair(s) made to the item and is exclusive of potential non-related faults that may occur during the six (6) month period.

WARRANTY RESTRICTIONS: Modification or alteration to purchased items by Buyer, other than that specifically authorized in writing by ADTRAN, shall VOID AND NULLIFY, in its entirety, all warranty rights as set forth in the Warranty paragraph above. Any damage or malfunction resulting from exposure of the item to abnormal physical or electrical stress, abnormal environmental conditions, misuse, negligence, abuse, operation of item not in accordance with ADTRAN specification or other such cause shall VOID AND NULLIFY, in its entirety, all warranty rights for such item.

ENGINEERING UPDATES: ADTRAN reserves the right to upgrade and modify items during in-warranty or out-of-warranty repair without prior approval or notification to Buyer and without incurring any obligation or liability to make the same or similar changes in items previously manufactured.

DATA RIGHTS: Rights to any intellectual property residing in the items or any data furnished hereunder are not granted except by

specific written permission by an authorized representative of ADTRAN. Buyer shall have no right to copy, reverse engineer or reproduce, in whole or part, the item or any data thereof without the prior written consent of ADTRAN.

TECHNICAL SUPPORT: ADTRAN Technical Support is limited to troubleshooting and general use support. ADTRAN will provide Technical Support for the then current release of firmware and/or software and the previous release; however, ADTRAN's sole remedy may require Buyer to upgrade to the current product firmware and/or software release or appropriate release as determined by Technical Support to provide resolution.

RETURN MATERIAL AUTHORIZATION ("RMA") INFORMATION:

Dead-on Arrival ("DOA"). Dead on Arrival refers to an item that does not operate upon delivery. A DOA determination could apply to any item that, upon installation, does not technically work, fails at initial power-up or fails after a few hours of operation. An item will not be considered DOA if more than sixty (60) days have passed since it shipped from ADTRAN. ADTRAN's policy for handling DOA items associated with an installation ADTRAN is performing is specified in the applicable ADTRAN Installation Description of Service Offering. For items purchased from ADTRAN authorized resellers, the original end-user owner of the item may show proof that no more than forty-five (45) days have passed since the item was purchased from the reseller. For items determined by ADTRAN Technical Support to be DOA, ADTRAN will provide advance replacements (subject to product availability) in accordance with this DOA section and ADTRAN's RMA process. ADTRAN will use commercially reasonable efforts to ship advance replacements on the same business day when determination of hardware failure has been made before 5:00 PM in the time zone from where the replacement will ship, otherwise it will be scheduled to ship on the next business day. Advance replacements will be scheduled for next business day (NBD) delivery for locations within the United States. Defective item must be returned within thirty (30) days of the date of shipment of advance replacement item. If the defective item is not returned within the thirty (30) days, Buyer will be invoiced at list price for the advance replacement item using the provided purchase order number or if a credit card number was given in lieu of a purchase order then such credit card will be charged at that time. Replacement unit will be warranted for the remaining warranty period of the original item, and may be new or refurbished.

In-Warranty Advance Replacement. Certain ADTRAN items, as listed on ADTRAN's website, may include advance replacement as a standard warranty entitlement. In these cases, if ADTRAN Technical Support determines that the in-warranty unit has failed, ADTRAN will provide an advance replacement (subject to product availability). ADTRAN will use commercially reasonable efforts to ship advance replacements on the same business day when determination of hardware failure has been made before 5:00 PM in the time zone from where the replacement will ship, otherwise it will be scheduled to ship on the next business day. Advance replacements will be scheduled for next business day (NBD) delivery for locations within the United States. Defective items must be returned within thirty (30) days of the ship date of the advance replacement item. If the defective item is not returned within thirty (30) days, Buyer will be invoiced or charged list price for the advance replacement item. Replacement item will be warranted for the remaining warranty period of the original item, and may be new or refurbished.

Repair. Buyer may request an RMA number for any item sold by ADTRAN and found by the Buyer to be defective. Such returns may be subject to fees including the following: (1) No Trouble Found (NTF) – fee applies to any item, in-warranty or out-of-warranty, tested and found to have no defect or failure, (2) Out-of-Warranty service – fee applies to any item returned outside the warranty term, (3) Service fee – applies to any item returned in a condition which voids the warranty, and (4) Out-of-Warranty Repair – fee applies to any item returned outside the warranty term and repaired by ADTRAN. Buyer may return in-warranty ADTRAN items for repair with or without involving ADTRAN's Technical Support department. In cases where Buyer elects to return the item to ADTRAN for repair without involving Technical Support, a No Trouble Found (NTF) as specified on ADTRAN's website will be assessed if the item is found not to be defective, covering handling and testing costs. If ADTRAN Technical Support is involved in troubleshooting the issue and approves the item's replacement, the NTF fee may be waived. In either case, ADTRAN's Customer Care Center will issue a Return Material Authorization (RMA) Number after customer provides ADTRAN with a valid serial number of the defective item. In-warranty items found to be NTF, with voided warranty, or out-of-warranty will be returned to Buyer at Buyer's expense and applicable fees will be invoiced.

For all RMA returns, the RMA number must be written clearly on the package label and returned to the address supplied by ADTRAN. ADTRAN's RMA process and additional instructions concerning submitting a request for a RMA can be found at http://adtran.com/web/page/portal/Adtran/wp_support_rma.

NOTIFICATION TO BUYERS IN EUROPEAN UNION ("EU") MEMBER COUNTRIES: ADTRAN item codes contain a nomenclature that indicates compliance with the EU's RoHS Directive (2002/95/EC). Compliant item codes either have a suffix of "Ex" (i.e. E1, E2, etc.) or "Gx" (i.e. G1, G2, etc.), or "EC" in the 5th and 6th positions. Non-compliant versions of ADTRAN items are identified by the suffix "Lx" (i.e. L1, L2, etc.). In the event that Buyer must ship a **non-compliant** ADTRAN item outside of the EU for repair or warranty claims, Buyer is responsible to register the item with customs **PRIOR** to shipment. The EU RoHS directive **prohibits** the return shipment of non-compliant items into the EU unless such item has been pre-registered. Buyers can register the item via Buyer's selected freight forwarder or in-country customs agency. Failure to register the item for re-entry will prevent ADTRAN from returning the repair or replacement item to an EU destination, and shall void any such ADTRAN warranty. ADTRAN may, at its option, elect to provide a RoHS compliant version of the item at additional expense to the Buyer.

Additional information on ADTRAN's warranty may be found at <http://www.adtran.com/warranty>.

Support

United States and Canada

Allied Telesis Product Warranties

Allied Telesis offers protection for your purchase with a variety of new product warranties.

ASIA PACIFIC

- ▶ **Get Warranty Information**
(<http://alliedtelesis.sg/support/warranty>)

EUROPE AND CENTRAL/SOUTH AMERICA

- ▶ **Get Warranty Information**
(<http://alliedtelesis.eu/support/warranty>)

Meet your maximum uptime team.

Comprehensive product support and maintenance is offered via the Net.Cover service contract program.

[Learn More \(/netcover\)](#)

Register Your Product

Please check your product documentation to see which Allied Telesis warranty applies to your purchase, and register for your warranty today.

- ▶ **Register for your warranty (USA)** (</support/warranty/signup.aspx>)

90 Day Warranty

Allied Telesis, Inc. warrants solely to the end user purchaser ("Purchaser") that the Allied Telesis hardware product(s) ("Product") purchased from Allied Telesis or its authorized distributors will be free from defects in materials and workmanship for a period of ninety (90) days from the date the Purchaser

Support

24/7 Online Support

Our interactive support center is your direct link to answers you need. Search our knowledge base, check support tickets, and contact Allied Telesis technical experts.

[Get Online Support Now \(/supportcenter\)](#)

Documentation

- ▶ **Search all documentation**
(</support/documentation/>)
- ▶ **Datasheets** (/support/documentation_type_65.aspx)
- ▶ **Installation Guides**
(/support/documentation_type_68.aspx)
- ▶ **Manuals** (/support/documentation_type_70.aspx)
- ▶ **Release Notes** (/support/documentation_type_69.aspx)
- ▶ **"How To..." for AlliedWare** (/support/documentation_type_71.aspx)
- ▶ **"How To..." for AlliedWare Plus** (/support/documentation_type_72.aspx)
- ▶ **Training and Support Videos** (</videos>)



One Year Warranty

Allied Telesis, Inc. warrants solely to the end user purchaser ("Purchaser") that the Allied Telesis hardware product(s) ("Product") purchased from Allied Telesis or its authorized distributors will be free from defects in materials and workmanship for a period of (a) one (1) year for Products designed to operate with a power supply from the date the Purchaser buys such Product and (b) five (5) years for Products not requiring a power supply from the date the Purchaser buys such Product.

Two Year Warranty

Allied Telesis, Inc. warrants solely to the end user purchaser ("Purchaser") that the Allied Telesis hardware product(s) ("Product") purchased from Allied Telesis or its authorized distributors will be free from defects in materials and workmanship for a period of (a) two (2) years for Products designed to operate with a power supply from the date the Purchaser buys such Product and (b) five (5) years for Products not requiring a power supply from the date the Purchaser buys such Product.

Five Year Warranty

Allied Telesis, Inc. warrants solely to the end user purchaser ("Purchaser") that the Allied Telesis hardware product(s) ("Product") purchased from Allied Telesis or its authorized distributors will be free from defects in materials and workmanship for a period of five (5) years from the date the Purchaser buys such Product.

Lifetime Warranty (Two Years Fan & PSU)

Allied Telesis, Inc. warrants solely to the end user purchaser ("Purchaser") that the Allied Telesis hardware product(s) ("Product") purchased from Allied Telesis or its authorized distributors will be warranted free from defects in materials and workmanship for the lifetime of the Product. Lifetime of the Product means five (5) years from the date the Purchaser buys such Product; provided, however, that the fan and power supply components thereof will be warranted only for a period of two (2) years from the date the Purchaser buys such Product.

Lifetime Warranty (Five Years Fan & PSU)

Allied Telesis, Inc. warrants solely to the end user purchaser ("Purchaser") that the Allied Telesis hardware product(s) ("Product") purchased from Allied



Product means five (5) years from the date the Purchaser buys such Product; provided, however, that the fan and power supply components thereof will be warranted only for a period of five (5) years from the date the Purchaser buys such Product.

Lifetime Warranty

Allied Telesis, Inc. warrants solely to the end user purchaser ("Purchaser") that the Allied Telesis hardware product(s) ("Product") purchased from Allied Telesis or its authorized distributors will be warranted free from defects in materials and workmanship for the lifetime of the Product. Lifetime of the Product means up to a maximum of 10 years from the date of purchase and the Purchaser retains ownership of the Product over that time period.

WARRANTY TERMS AND CONDITIONS



the **solution** : the **network**

© 2015 Allied Telesis, Inc. All rights reserved. Information in this document is subject to change without notice. All company names, logos, and product designs that are trademarks or registered trademarks are the property of their respective owners.



[Technical Support Overview](#) [Technical Support Registration](#) [Support Login](#)

Array Support

We are dedicated to exceeding your expectations - from day one, and as long as you own your Array equipment. To provide you with an always on application experience, 24 hours a day, 365 days a year, we offer a range of support services geared towards keeping your network running smoothly and efficiently.

Industry-Leading Customer Support

We are dedicated to exceeding your expectations - from day one, and as long as you own your Array equipment. We know that any downtime is too much in today's competitive world and our goal is to keep your applications running 24 hours a day, 365 days a year. We offer a range of support services geared towards keeping your network running smoothly and efficiently. With support offerings ranging from installation assistance, to 24x7 telephone support, to advance hardware replacement, Array Networks allows you to create the support program that best meets your needs.

Array Networks Toll Free 24/7 Support
1-877-992-7729
1-866-MY-ARRAY
International: +1-408-240-8700
support@arraynetworks.com

Gold Silver Warranty Installation

Technical Assistance Center (TAC) telephone support Monday through Friday 7AM to 7PM PST

24x7 online support via Array Technical Assistance Center Web site

Factory repaired or replaced units shipped back to you within 10 days of receipt at factory

Free software updates

90 days from date of shipment (software)

1 year from date of shipment (hardware)

Solutions
[Overview](#)
[Business](#)
[Technology](#)
[Application](#)

Products
[Overview](#)
[Virtualized Appliances](#)
[Application Delivery Controllers](#)
[Secure Access Gateways](#)
[WAN Optimization Controllers](#)
[Centralized Management](#)
[SpeedCore Architecture](#)

Partners
[Overview](#)
[Channel Partners](#)
[Technology Partners](#)
[Partner Login](#)

Resources
[Datasheets](#)
[Case Studies](#)
[White Papers](#)
[Solution Briefs](#)
[Newsletters](#)
[Deployment Guides](#)

Support
[Technical Support Overview](#)
[Technical Support Registration](#)
[Support Login](#)

Company
[About Array](#)
[Leadership](#)
[Investors](#)
[Certifications](#)
[Press Releases](#)
[In the News](#)
[Blog](#)
[Events](#)
[Careers](#)
[Contact Us](#)
[Request Information](#)

Call Us:
Toll Free: 1-866-MY-ARRAY
International: +1 408 240 8700

Email:
Domestic: sales-info@arraynetworks.com
International: sales-intl@arraynetworks.com

Connect with us:



Aruba Standard Warranty

LIMITED HARDWARE WARRANTY

With the exception of certain indoor access point products identified on the Aruba Price List, which are subject to a limited lifetime warranty, Aruba provides a warranty only to its end users that the hardware portion of Aruba's products will substantially conform to the Aruba's published documentation made generally available to its customers for a period of twelve (12) months from the date of shipment. Except as otherwise proscribed by applicable law, in the event of a breach of this warranty, the sole and exclusive remedy, and Aruba's sole and exclusive liability, shall be for Aruba to use its commercially reasonable efforts to correct or repair the hardware or to replace the hardware that cause breach of this warranty. If Aruba cannot, or determines that it is not practical to, repair or replace the returned hardware, then the sole and exclusive remedy and the limit of Aruba's obligation shall be to refund the amount received for such hardware.

Warranty; Exclusions. The warranties do not extend to any hardware that is modified or altered, is not maintained to Aruba's maintenance recommendations, is operated in a manner other than that specified by Aruba, has its serial number removed or altered or is treated with abuse, negligence or other improper treatment (including, without limitation, use outside the recommended environment) or is repaired or modified by anyone other than Aruba or an Aruba authorized company.

Warranty Returns. Resellers will handle and be responsible for all warranty returns from its end users. All hardware must be returned to Aruba in accordance with Aruba's then-current Return Material Authorization (RMA) procedure. Hardware obtained from Aruba that do not comply with the warranty and are returned to Aruba during the warranty period will be repaired or replaced at Aruba's option, provided the reseller or end user bears the cost of freight, insurance, duties and import and export fees to the point of repair or return. If the returned hardware is covered by the above warranty, Aruba will bear the cost of freight, insurance, duties and import and export fees for return of goods to reseller (if any) or end user. For the first 30 days of the warranty coverage period, Aruba will provide same-day-ship advance replacement for the covered product (after confirming coverage and the warranty failure) prior to the shipment cutoff time. End users may purchase an extension of this next business day protection through a separate support and service agreement. In the absence of such a support and service agreement, after thirty (30) days from shipment until expiration of the twelve (12) month warranty period, Aruba will replace or repair any non-compliant hardware and return it in operable condition within ten (10) days of receipt of the non-compliant hardware via Aruba's RMA procedure. Access to Aruba's Technical Assistance Center ("TAC") for any and all questions, consultation, deployment assistance, or problem reports shall be provided only pursuant to a separate service and support agreement.

Limited Lifetime Warranty. Selected Aruba Networks products are covered by a Limited Lifetime warranty detailed at <http://www.arubanetworks.com/support-services/lifetime-warranty>. Such products are subject to the above hardware warranty, with the additional proviso that after thirty (30) days from shipment until five (5) years following product announced end-of-life, Aruba will replace or repair any non-compliant



Product and return it in operable condition, shipping next business day after Aruba's receipt of the non-compliant Product via Aruba's RMA procedure, with receipt by customer within ten (10) days on a commercially reasonable basis.

EXCEPT FOR THE WARRANTIES MADE DIRECTLY TO END USERS AND ANY OTHER WARRANTY REQUIRED BY APPLICABLE LAW, ALL PRODUCTS AND SERVICES ARE PROVIDED ON AN "AS IS" BASIS WITHOUT ANY WARRANTY WHATSOEVER, AND ARUBA AND ITS LICENSORS AND SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES, EXPRESS, IMPLIED AND STATUTORY, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY, TITLE, NON-INFRINGEMENT OF THIRD PARTY RIGHTS AND FITNESS FOR A PARTICULAR PURPOSE. ARUBA ALSO MAKES NO WARRANTY REGARDING NONINTERRUPTION OF USE OR FREEDOM FROM BUGS.

LIMITED SOFTWARE WARRANTY

Aruba warrants to customer that any media on which the software is recorded will be free from defects in materials and workmanship under normal use for a period of ninety (90) days from the date the software is delivered to the end user. If a defect in any such media should occur during this 90-day period, the media may be returned to Aruba (or if you received such software from a reseller, to such reseller) and Aruba or the reseller, as applicable, will replace the media without charge to you. Aruba shall have no responsibility to replace media if the failure of media results from accident, abuse or misuse of the media.

ARUBA AND ITS SUPPLIERS DO NOT WARRANT THAT THE FUNCTIONS CONTAINED IN THE PROGRAMS WILL MEET YOUR REQUIREMENTS OR THAT THE OPERATION OF THE PROGRAMS WILL BE UNINTERRUPTED OR ERROR-FREE. EXCEPT FOR THE EXPRESS WARRANTY ABOVE AND ANY OTHER WARRANTY REQUIRED BY APPLICABLE LAW, THE PROGRAMS ARE PROVIDED TO YOU WITH NO WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.



Search Aten

Warranty Center

Resources

ATEN Product Registration

Product Finder
Need help finding the right solution, click here

Schedule a Live Product Demo Today!

eService Access

eService is a web portal which provides several ATEN online services, including technical support, product registration and partner services, with a single ID and password.

Already have an account? Log into eService to register your products now!

LOGIN
into eService

NEW Account, sign up for a new eService account to register your products now!

SIGN UP
eService account

Thank you for purchasing an ATEN product. Please take a few minutes to register your product.

Benefits of Registration

- **Shipping Support** – When you register your product in advance, we will incur the shipping expense for RMA/defective units within the product's warranty period
- **Product Support Alerts** – allows us to contact you with important product notifications
- **Quicker Support** – when you call in for product support, we will have your product serial number

Why join ATEN eService Access?

- View your registered ATEN products in one place
- Easily access tips, information and support specific to your products
- Get notification of new firmware and driver updates for your products
- Easily access technical support

[Sign-In](#)



[Back to ATEN Home Page](#)



Warranty

Limited Warranty Terms and Conditions

Information regarding ATEN's warranties and product registration can be found online at <http://www.aten-usa.com/warranty> or you may contact ATEN's support department via email at support@aten-usa.com, via telephone at 949-428-1111 or toll free at 1-888-999-ATEN (2836), or via fax at 949-428-1100. Customers are encouraged to register their product immediately after purchase which will extend the length of the limited warranty.

This ATEN product is specifically designed and manufactured for the operation and management of computer systems and communications equipment. Therefore, it might not be appropriate for use in those environments and sites where special standards for performance and high reliability are required such as military equipment, traffic management, nuclear facilities, security systems, communications equipment, medical facilities, etc.

Devices that are connected to this product may have been designed and developed by different manufacturers using different manufacturing methods. As a result, these devices might be incompatible with each other. In addition, mixing these devices might cause the original product to fail completely due to compatibility issues. Use in environments or with instruments other than those with which it was designed to operate may also cause the product not to function as intended.

ATEN warrants this product against defects in material and workmanship for the length of the warranty period which begins to run on the

[Standard Warranty Terms & Conditions](#)

documented date of purchase. If this product proves to be defective within the warranty period, please contact ATEN's support department for information on how to have your product repaired or replaced. ATEN will, in its sole discretion, have the option to repair or replace the product. In the event ATEN opts to replace the product, the replacement will offer the same functionality as the original product and will carry the warranty period remaining on the original product. If ATEN replaces a product or component, the original product or component shall become the property of ATEN.

When returning the product, you must ship the product in the original packaging. Place your proof of purchase inside the packaging and clearly print the RMA number on the outside of the package. Packages without a valid RMA number will be refused. ATEN's support department will provide you with the RMA number, but you will be responsible for the costs associated with shipping the product to ATEN. Return requests that do not contain a proof of purchase, such as a receipt, will not be processed. If a customer returns a product that is no longer covered by this limited warranty, the customer will be responsible for paying for all repair costs and all shipping costs.

Removal or alteration of the factory-supplied serial number invalidates this warranty.

This warranty does NOT cover:

- cosmetic damage;
- non-ATEN branded products or accessories;
- consumptive products or components;
- products not purchased from ATEN or its authorized distributors;
- products with missing, damaged, or altered serial numbers;
- products damaged in transit to ATEN due to improper packaging;
- products with missing parts or components;
- normal wear and tear;
- products sold AS IS or WITH FAULTS;
- damage due to:
 - acts of God;
 - accidents;
 - misuse;
 - abuse;
 - neglect;
 - modification or alteration without written permission from ATEN;
 - improper operation;
 - improper maintenance, installation, or relocation;
 - improper grounding;
 - lack of maintenance;
 - the use of accessories, parts or components not supplied by ATEN;
 - usage that is not in accordance with the product instructions;
 - failure to follow the product instructions;
 - connection to improper equipment;
 - repairs conducted by a party other than ATEN.

This warranty is only valid in the country in which the product was purchased. The return of a defective product will be handled by agents in the country in which the product was purchased.

EXCEPT FOR THE WARRANTIES SPECIFICALLY EXPRESSED IN THIS AGREEMENT, ATEN DISCLAIMS ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, WITH THE EXCEPTION OF THOSE WARRANTIES WHICH ARE IMPLIED BY AND/OR INCAPABLE OF EXCLUSION, RESTRICTION OR MODIFICATION BY AN APPLICABLE LAW. THE TERM OF ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED ARE LIMITED TO THE TERM OF THIS WARRANTY AGREEMENT. ATEN'S MAXIMUM LIABILITY IS LIMITED TO THE PURCHASE PRICE YOU PAID FOR THIS PRODUCT PLUS ANY INTEREST ALLOWED BY LAW IF AN APPLICABLE LAW REQUIRES THE PAYMENT OF INTEREST. ATEN SHALL NOT BE LIABLE FOR PROPERTY DAMAGE, PERSONAL INJURY, LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, LOST DATA OR OTHER CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, HOWEVER CAUSED AND HOWEVER ALLEGED, WITH THE EXCEPTION OF THOSE DAMAGES WHICH AN APPLICABLE LAW RENDERS INCAPABLE OF

LIMITATION, EXCLUSION OR RESTRICTION. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS AND/OR DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS 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.

Last updated October 2012
 ATEN

 [Top](#)

[More Product Info](#) > [Matrix KVM](#) | [LCD KVM](#) | [KVM Over the NET™](#) | [KVM Extenders](#) | [Rack KVM](#) | [Cable KVM](#) | [Desktop KVM](#) | [Video Switches](#) | [Video Splitters](#)

© ATEN Technology, Inc. All rights reserved.



1 YEAR LIMITED HARDWARE WARRANTY

Warranty Coverage

Axis Communications AB's ("Axis") warranty obligations are limited to the terms set forth below:

Axis warrants the original purchaser (the distributor) that the **Axis Network Video Product**, enclosed with this Limited Hardware Warranty will in respect of the hardware be free from defects in design, workmanship and materials under normal use for a period of one (1) year from the date of the original purchase ("Warranty Period").

Notwithstanding the above, the Warranty Period shall be limited to a period of three (3) months from the date of the original purchase for PTZ Network Cameras and PTZ Dome Network Cameras (not including Q-Line PTZ Dome Network Cameras, AXIS 232D+ and AXIS 233D Network Dome Cameras) which are at any time used in continuous motion applications (i.e. sequence mode and guard tour). For clarification, if said products in this section are not at any time used in continuous motion applications, the original hardware warranty of one (1) year will apply.

The original purchaser shall without undue delay notify Axis of any defect which appears in accordance with Axis' RMA handling, and failure to do so shall mean that the original purchaser loses the right to have the defect remedied. A valid form of a bill of sale or receipt must be presented to obtain warranty service. If a valid claim is received by Axis within the Warranty Period, the sole remedy of the original purchaser and Axis' sole and exclusive liability shall be limited to, at Axis sole discretion, either repair of the hardware defect using new or refurbished replacement parts, or replacement of the product. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer. When a product or part is exchanged all hardware or part thereof that is replaced shall become the property of Axis.

This Limited Hardware Warranty is applicable in all countries and may be enforced by contacting Axis Support, for more information please visit our web site www.axis.com/support

Exclusions and Limitations

This Limited Hardware Warranty does not apply (i) if the product has been subject to faulty and improper installation, maintenance, service, operational adjustments, repair, alteration and/or modification in any way that is not (a) covered in the documentation for the product or (b) carried out with Axis' prior consent in writing, (ii) to damages caused by failure to follow the instructions covered in the documentation for the products or other specific instructions from Axis, (iii) to cosmetic damages, (iv) if the product has been tampered with, (v) if the product is damaged by acts of God, misuse, abuse, negligence, accident, normal wear and tear and deterioration, improper environmental conditions (including, but not limited to, electrical surges, water damage and heat exposure) or lack of responsible care, (vi) if the product has had the model or serial number altered, defaced or removed, (vii) to consumables (such as batteries) (viii) to products that have been purchased "as is" and Axis, the seller or the liquidator, expressly disclaim their warranty obligation pertaining to the product, (ix) to any non-Axis hardware product or any software (irrespective of whether it has been packaged and/or sold with an Axis hardware product) and/or Axis products purchased from an unauthorized distributor/reseller, (x) to damage that occurs in shipment or from improper storage or transportation, (xi) to damages by any other cause not related to defective design, workmanship and/or materials.

NOTE:

- If the product is to be used outdoors or in dusty, humid, or other hostile environments, it must be suitably protected. Further, camera products specifically must be protected, whether in use or not, from exposure to direct sunlight or halogen light which may damage the camera image sensor. This applies to both indoor and outdoor use of the cameras.
- For camera products supplied without a lens, extreme care should be used when mounting a lens on these products. Damage to the product due to incorrectly mounted lenses will invalidate this Limited Hardware Warranty.
- Failure to comply with any of the aforementioned requirements will invalidate this Limited Hardware Warranty.

THE WARRANTY AND REMEDIES PROVIDED ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CERTAIN JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES. IF LAWS UNDER SUCH JURISDICTIONS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE WARRANTY PERIOD IDENTIFIED ABOVE. UNLESS PROVIDED HEREIN, ANY STATEMENTS OR REPRESENTATIONS MADE BY ANY OTHER PERSON OR FIRM ARE VOID, EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY AND TO THE EXTENT PERMITTED BY LAW, NEITHER AXIS NOR ANY AFFILIATES SHALL BE LIABLE FOR ANY LOSS, (INCLUDING LOSS OF DATA AND INFORMATION), INCONVENIENCE, OR DAMAGE, INCLUDING, BUT NOT LIMITED TO, DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, RESULTING FROM THE USE OR INABILITY TO USE THE AXIS PRODUCT, WHETHER RESULTING FROM BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. NOTWITHSTANDING THE FOREGOING, AXIS' TOTAL LIABILITY FOR ALL CLAIMS UNDER THIS WARRANTY SHALL NOT EXCEED THE PRICE PAID FOR THE PRODUCT. THESE LIMITATIONS ON POTENTIAL LIABILITIES HAVE BEEN AN ESSENTIAL CONDITION IN SETTING THE PRODUCT PRICE.

Applicable Law

- This Limited Hardware Warranty is governed by and construed under the laws of Sweden.
- This Limited Hardware Warranty may be subject to Axis' change at any time without prior notice.



[Product Technology](#), [Success Stories](#), [Technical Learning & Support Center](#), [Our Partners](#), [Company](#)

Limited Lifetime Warranty

Effective for products of B&B Electronics shipped on or after May 1, 2013, B&B Electronics warrants that each such product shall be free from defects in material and workmanship for its lifetime. This limited lifetime warranty is applicable solely to the original user and is not transferable. Power supplies are exempt from the limited lifetime warranty and are covered by a six year warranty.

This warranty is expressly conditioned upon proper storage, installation, connection, operation and maintenance of products in accordance with their written specifications.

Pursuant to the warranty, within the warranty period, B&B Electronics, at its option will:

1. Replace the product with a functional equivalent;
2. Repair the product; or
3. Provide a partial refund of purchase price based on a depreciated value.

Products of other manufacturers sold by B&B Electronics are not subject to any warranty or indemnity offered by B&B Electronics, but may be subject to the warranties of the other manufacturers.

Notwithstanding the foregoing, under no circumstances shall B&B Electronics have any warranty obligations or any other liability for: (i) any defects resulting from wear and tear, accident, improper use by the buyer or use by any third party except in accordance with the written instructions or advice of the B&B Electronics or the manufacturer of the products, including without limitation surge and overvoltage conditions that exceed specified ratings, (ii) any products which have been adjusted, modified or repaired by any party other than B&B Electronics or (iii) any descriptions, illustrations, figures as to performance, drawings and particulars of weights and dimensions contained in the B&B Electronics' catalogs, price lists, marketing materials or elsewhere since they are merely intended to represent a general idea of the products and do not form part of this price quote and do not constitute a warranty of any kind, whether express or implied, as to any of the B&B Electronics' products.

THE REPAIR OR REPLACEMENT OF THE DEFECTIVE ITEMS IN ACCORDANCE WITH THE EXPRESS WARRANTY SET FORTH ABOVE IS B&B ELECTRONIC' SOLE OBLIGATION UNDER THIS WARRANTY. THE WARRANTY CONTAINED IN THIS SECTION SHALL EXTEND TO THE ORIGINAL USER ONLY, IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, AND ALL SUCH WARRANTIES AND INDEMNITIES ARE EXPRESSLY DISCLAIMED, INCLUDING WITHOUT LIMITATION (I) THE IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE AND OF MERCHANTABILITY AND (II) ANY WARRANTY THAT THE PRODUCTS ARE DO NOT INFRINGE OR VIOLATE THE INTELLECTUAL PROPERTY RIGHTS OF ANY THIRD PARTY. IN NO EVENT SHALL B&B ELECTRONICS BE LIABLE FOR LOSS OF BUSINESS, LOSS OF USE OR OF DATA INTERRUPTION OF BUSINESS, LOST PROFITS OR

GOODWILL OR OTHER SPECIAL, INCIDENTAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES. B&B ELECTRONIC SHALL DISREGARD AND NOT BE BOUND BY ANY REPRESENTATIONS, WARRANTIES OR INDEMNITIES MADE BY ANY OTHER PERSON, INCLUDING WITHOUT LIMITATION EMPLOYEES, DISTRIBUTORS, RESELLERS OR DEALERS OF B&B ELECTRONIC WHICH ARE INCONSISTENT WITH THE WARRANTY, SET FORTH ABOVE.

RETURNS POLICY

Eligible items returned within 30 days of purchase qualify for a full refund (less shipping charges). B&B Electronics has the option to accept returns of products 30 days after the date of purchase and such returns are subject to a restocking fee of up to 20%. Software is not returnable if opened. B&B Electronics will not accept returns of products that were modified by a customer. All custom orders are non-returnable and non-cancelable.

REPAIR SERVICE: We offer a repair service for our products. Please call, FAX, or e-mail to request a Return Material Authorization (RMA) number and routing instructions. Shipping charges and any duties, taxes or brokerage fees are the customer's responsibility.

RETURN AND REPAIR CONTACT INFORMATION

Phone: (815) 433-5100 7:00 AM – 7:00 PM CST

Fax: (815) 433-5109

Email: orders@bb-smartworx.com



Stay Connected



© 2015 B+B SmartWorx. All Rights Reserved.

[Home](#) [Contact](#) [Careers](#)

English [change]



Home

About

Products

NEW Products

Solutions

Reseller

Support

Contact

Sign Up | Log In



Warranty

Five-Year Limited Hardware Warranty

Transition Networks warrants to the original consumer or purchaser that each of its Liberator, PacketBand, DataBand, MILAN brand switch and media converters, S3280 series, S4140, S4212, S4224 products and all components thereof, will be free from defects in material and/or workmanship for a period of five years from the original factory shipment date. Any warranty hereunder is extended to the original consumer or purchaser and is not assignable. Transition Networks makes no express or implied warranties including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose, except as expressly set forth in this warranty. In no event shall Transition Networks be liable for incidental or consequential damages, costs, or expenses arising out of or in connection with the performance of the product delivered hereunder. Transition Networks will in no case cover damages arising out of the product being used in a negligent fashion or manner.

Limited Lifetime Warranty

Effective for Products Shipped May 1, 1999 and After. Every Transition Networks labeled product purchased after May 1, 1999, and not covered by a fixed-duration warranty will be free from defects in material and workmanship for its lifetime. This warranty covers the original user only and is not transferable.

This warranty does not cover damage from accident, acts of God, neglect, contamination, misuse or abnormal conditions of operation or handling, including over-voltage failures caused by use outside of the product's specified rating, or normal wear and tear of mechanical components. If the user is unsure about the proper means of installing or using the equipment, contact Transition Networks's free technical support services.

Transition Networks will, at its option:

- Repair the defective product to functional specification at no charge
- Replace the product with an equivalent functional product
- Refund a portion of purchase price based on a depreciated value

To return a defective product for warranty coverage, contact Transition Networks's technical support department for a return authorization number. Transition's technical support department can be reached through any of the following means:

Service Hours

USA
8:00 PM Sunday through
8:00 PM Friday CST

China
9:00 AM - 6:00 PM China CST
Monday - Friday

After Hours
Calls will be answered
by an on call engineer.

Direct Contact Numbers

Domestic
+ 1 800-260-1312

International
+ 1 952-358-3801

Fax
+1 952-941-2322

Email
techsupport@transition.com

Live Help

Online Support

Chat live with a Transition Networks representative.



Send the defective product postage and insurance prepaid to the following address:

Transition Networks, Inc.
10900 Red Circle Drive
Minnetonka, MN 55343 USA
Attn: RETURNS DEPT: CRA/RMA # _____

Failure to properly protect the product during shipping may void this warranty. The return authorization number must be written on the outside of the carton to ensure its acceptance. We cannot accept delivery of any equipment that is sent to us without a CRA or RMA number.

CRA's are valid for 60 days from the date of issuance. An invoice will be generated for payment on any unit(s) not returned within 60 days.

Upon completion of a demo/ evaluation test period, units must be returned or purchased within 30 days. An invoice will be generated for payment on any unit(s) not returned within 30 days after the demo/ evaluation period has expired.

The customer must pay for the non-compliant product(s) return transportation costs to Transition Networks for evaluation of said product(s) for repair or replacement. Transition Networks will pay for the shipping of the repaired or replaced in-warranty product(s) back to the customer (any and all customs charges, tariffs, or/and taxes are the customer's responsibility).

Before making any non-warranty repair, Transition Networks requires a \$200.00 charge plus actual shipping costs to and from the customer. If the repair is greater than \$200.00, an estimate is issued to the customer for authorization of repair. If no authorization is

obtained, or the product is deemed "not repairable," Transition Networks will retain the \$200.00 service charge and return the product to the customer not repaired. Non-warranted products that are repaired by Transition Networks for a fee will carry a 180-day limited warranty. All warranty claims are subject to the restrictions and conventions set forth by this document.

Transition Networks reserves the right to charge for all testing and shipping incurred, if after testing, a return is classified as "No Problem Found."

THIS WARRANTY IS YOUR ONLY REMEDY. NO OTHER WARRANTIES, SUCH AS FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSED OR IMPLIED. TRANSITION NETWORKS IS NOT LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES, INCLUDING LOSS OF DATA, ARISING FROM ANY CAUSE OR THEORY. AUTHORIZED RESELLERS ARE NOT AUTHORIZED TO EXTEND ANY DIFFERENT WARRANTY ON TRANSITION NETWORKS'S BEHALF.

DEPLOYMENT STORIES (/CUSTOMERS)
 CLOUD (/CLOUD/FREE-DEMO)

PRODUCTS (/PRODUCTS)

TECHNOLOGIES (/TECHNOLOGIES)

PARTNERS (/PARTNERS)

Support Policies

[Overview](#)

[Knowledge Base](#)

[Documentation](#)

[Policies](#)

[Process](#)

[Product End-of-Life](#)

[\(EOL\) Policy](#)

[Return Policy and
Requesting a RMA](#)

[Privacy Policy](#)

[Website Terms of
Use](#)

[Shipping Policy](#)

[End Customer
Agreement](#)

[Subscriber
Agreement](#)

[Licensing](#)

[Open
Source Licenses](#)

[Third Party Licenses](#)

END CUSTOMER AGREEMENT

Last Updated: August 30, 2013

THIS END CUSTOMER AGREEMENT (THIS "**AGREEMENT**") FORMS A LEGALLY BINDING AGREEMENT BETWEEN YOU AND MERAKI, LLC ("**MERAKI**") AND GOVERNS YOUR ACQUISITION AND USE OF MERAKI PRODUCTS. PLEASE READ THIS AGREEMENT CAREFULLY. THIS AGREEMENT GOVERNS THE TERMS UNDER WHICH YOU MAY USE OUR FREE WEB AND MOBILE APPS, PURCHASE HARDWARE FROM US OR OUR AUTHORIZED RESELLERS, AND PURCHASE A LICENSE TO USE OUR PROPRIETARY WEB-BASED HOSTED SOFTWARE PLATFORM THAT INTERACTS WITH OUR HARDWARE. BY USING OUR PRODUCTS, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY THIS AGREEMENT AND TO USE OUR PRODUCTS IN COMPLIANCE WITH THIS AGREEMENT.

IF YOU DO NOT AGREE TO THE TERMS OF THIS AGREEMENT, PLEASE DO NOT USE OUR PRODUCTS.

The terms "**Customer**," "**you**," "**your**," and "**yours**" refer to you, the end customer and user of the Products, whether obtained directly from Meraki or through one of our authorized resellers. The terms "**Meraki**" "**we**," "**us**," and "**our**" refer to Meraki LLC, a Delaware limited liability company with offices at 500 Terry François Boulevard, San Francisco, California, 94158. We may periodically make changes to this Agreement. It is your responsibility to review the most recent version of this Agreement frequently and remain informed of any changes to it. You agree that your continued use of the Products after such changes have been published to our website at <http://meraki.cisco.com> (<http://meraki.cisco.com>) will constitute your acceptance of such revised Agreement. For any material modifications to this Agreement, such modifications will automatically be effective 30 days after they are initially posted on or through our website. In the event that such modifications materially alter your rights or obligations hereunder, such modifications will become effective upon the earlier of (i) your continued use of the Products with actual knowledge of such modifications, or (ii) 30 days from publication of such modifications on or through our website.

ARTICLE 1 DEFINITIONS

For purposes of this Agreement, the following terms have the corresponding definitions listed below.

"**Agent Software**" means Meraki's downloadable software client that is installed on a computer or mobile device as part of the Systems Manager application.

"**Apps License**" has the meaning given to it in [Section 3.2](#), below.

"**Device Management Functionality**" means the actions that may be performed by Customer or by Meraki on a mobile device or other device (e.g., a laptop computer) managed by our Systems Manager product, including: (i) list, access, copy, move, and delete files; (ii) track and record device location over time; (iii) take and record screenshots (on computers only); (iv) set and enforce policies; and (v) install and remove apps (on mobile devices only).

"**Documentation**" means any user instructions, manuals, Specifications, or other documentation provided by Meraki at <http://meraki.cisco.com> (<http://meraki.cisco.com>) that relates to the use of the Products, including any Modifications.

"**End Users**" means those persons who obtain access to your Network.

"**Feedback**" has the meaning given to it in [Section 5.1](#), below.

"**Firmware**" means our proprietary software embedded in or otherwise running on the Hardware.

"**Firmware License**" has the meaning given to it in [Section 3.1](#), below.

"**Governing Documents**" has the meaning given to it in [Section 9.2](#), below.

"**Hardware**" means the Meraki hardware products listed on an Order.

"**Hosted Software**" means our proprietary, web-based software platform, including the interface known as the "Dashboard," including SM Enterprise, and any Agent Software, but specifically excluding the Web Apps.

"**Hosted Software License**" has the meaning given to it in [Section 3.1](#), below.

"**Intellectual Property Rights**" means all (a) rights associated with works of authorship throughout the world, including but not limited to copyrights and moral rights, (b) trademarks, service marks, trade name and logo rights, and similar rights, (c) trade secret rights and other rights in inventions, know-how and confidential or proprietary information, (d) patent rights, (e) domain names and Internet keywords, (f) other intellectual property or other proprietary rights, whether arising by operation of law, contract, license, or otherwise, and (g) registrations, initial applications, renewals, extensions, provisionals, continuations, divisions or reissues thereof now or hereafter in force (including any rights in any of the foregoing).

"**Licenses**" means, collectively, the Firmware License, the Hosted Software License, and the Apps License.

"**Mobile Apps**" means the Agent Software for mobile devices.

"**Modification**" or "**Modifications**" means all changes incorporated into or used with the Software or Documentation, including

enhancements, standard releases, and patches.

"Network" means your local area network, created in whole or in part by use of our Products.

"Order" means a purchase order submitted by you either directly to Meraki or to one of our authorized resellers with respect to the purchase of the hardware products, software products, and related licenses listed on such purchase order.

"Products" means, collectively, the Hardware, the Software, the Documentation, and the Support Services.

"Purchase Price" means the aggregate price you paid for the Products listed on the applicable Order.

"RMA" has the meaning given to it in [Section 7.3](#), below.

"Service Level Agreement" means the Service Level Agreement provided at <http://meraki.cisco.com/trust> (<http://meraki.cisco.com/trust>), which governs the terms of the Service Level Warranty.

"Service Level Warranty" has the meaning given to it in [Section 7.2](#), below.

"SM Enterprise" means the paid version of Meraki's mobile device management software.

"SM Standard" means the standard, free version of Meraki's mobile device management software.

"Software" means, collectively, the Firmware, the Hosted Software, and Web Apps.

"Specifications" has the meaning given to it in [Section 4.1](#), below.

"Support Services" means the customer support services described at <http://meraki.cisco.com/support> (<http://meraki.cisco.com/support>).

"Systems Manager" means, together, SM Enterprise and SM Standard.

"Systems Manager Data" means the data collected through the Device Management Functionality and otherwise through Systems Manager.

"Support Services" means the customer support services described at <http://meraki.cisco.com/support> (<http://meraki.cisco.com/support>).

"Term" means the term of the Hosted Software License(s) indicated on the Order or as subsequently modified in connection with the purchase of additional Hosted Software Licenses so that the Term with respect to all such licenses expires at the same time in accordance with the provisions of [Section 6.1](#), below.

"Traffic Information" means, collectively, information about devices that connect to the Network, such as MAC address, device type, operating system, geolocation information, and information transmitted by devices when attempting to access or download data or content (e.g., hostnames, protocols, port numbers, and IP addresses) via the Network.

"Warranty Period" means, with respect to any item of Hardware, the greater of one year or the warranty period set forth in the applicable Specifications, commencing, in either case, on the date the applicable Hardware is shipped to Customer in fulfillment of the Order.

"Web Apps" means SM Standard and the following web-based applications available to you at <http://meraki.cisco.com> (<http://meraki.cisco.com>) currently known as: "Mapper" and "Stumbler"

ARTICLE 2 SERVICES

2.1. Meraki Responsibilities. Subject to your payment of the Purchase Price to Meraki or our authorized reseller, as applicable, we provide you with the Products set forth on the Order and/or, in the case of the Web Apps or Hosted Software, accessed by you by means of our website. If you have purchased a Hosted Software License, we will provide you with access to the Hosted Software commencing as of the date you first access the Hosted Software through the expiration of the Term, subject to the terms of this Agreement. We also provide you with the Support Services and warranty services as described in further detail below.

2.2. Customer Responsibilities. Other than our responsibilities set forth in Section 2.1 above, you are responsible for your use of the Products in full compliance with this Agreement and for all activities engaged in by you and your End Users while using your Network, including without limitation: (i) promptly updating the registration information of the primary account holder for the Hosted Software if it changes or is no longer current, accurate and complete; (ii) using commercially reasonable efforts to prevent unauthorized access to, or use of, the Hosted Software, and notifying Meraki promptly of such unauthorized access or use; (iii) being responsible for the accuracy, quality, integrity, legality, reliability, and appropriateness of all activities of your End Users and providing any support services your End Users may need; (iv) being responsible for obtaining and maintaining all Hardware and other communications equipment needed to access the Hosted Software or Web Apps and for paying all third-party access charges incurred while using the Hosted Software or Web Apps; (v) being responsible for, and assuming the risk of, any problems resulting from the content, completeness, accuracy, and consistency of any and all content you upload to the Hosted Software; and (vi) complying with all applicable local, state, federal, and foreign laws in using the Hosted Software or Web Apps.

ARTICLE 3 LICENSES

3.1. Firmware License and Hosted Software License. Subject to the terms and conditions of this Agreement and your submission of a properly completed Order and full payment of the applicable Purchase Price, Meraki grants you an individual, personal, non-sublicensable, non-transferable (except as otherwise provided herein) and non-exclusive license, for the duration of the Term, to (i) use the Firmware only for internal business purposes, in object-code form, as embedded in, or for execution on, the Hardware (the "**Firmware License**"), and (ii) access the Hosted Software via a web browser and use the Hosted Software solely for business purposes (the "**Hosted Software License**").

3.2. Apps License. If you access any of the Web Apps, including the download and/or installation of any related Agent Software, or download any Mobile App, then, subject to the terms and conditions of this Agreement, Meraki grants you an individual, personal, non-sublicensable, non-exclusive, and non-transferable (except as otherwise provided herein) license to use the Web Apps or Mobile App, as applicable, for your personal or internal business purposes (the "**Apps License**").

3.3. Third Party Licenses. If any of the Products include software provided by a third party, the terms under which that software are provided to you may be found at <http://meraki.cisco.com/support/#policies> (<http://meraki.cisco.com/support/#policies>).

3.4. Modifications. If, during the Term, Meraki integrates any Modifications into the Firmware, Hosted Software, or Web Apps, each such Modification and all related Documentation, will be deemed to be part of the Firmware, Hosted Software, or Web Apps and made available

to you only under the terms of the applicable Firmware License, Hosted Software License, or Apps License.

3.5 Use of Data. Meraki may use and disclose, in an aggregated format only, any and all data that is derived or collected from your use of the Products for the purpose of generally improving the Products and to otherwise operate, manage, maintain, improve, or promote Meraki's products and services, provided that such aggregated data will not reasonably be identifiable as originating with or associated with you or any End User.

3.6 Restrictions In exchange for the grant of the applicable license or licenses set forth above, you agree you will not, and will not permit others to, whether directly or indirectly: (i) reverse engineer, decompile, disassemble, or otherwise attempt to discover the source code or underlying ideas or algorithms of the Software; (ii) modify, translate, or create derivative works based on the Software; (iii) rent, lease, distribute, sell, resell, assign, or otherwise transfer rights to the Software; (iv) use or attempt to use the Firmware on third party hardware components; or (v) remove any proprietary notices or labels on the Software.

3.7 Special Terms Regarding Apple Mobile Apps may be distributed by Meraki via a third party ("**Distributor**"), including Apple, Inc. If you download a Mobile App from Apple, Inc.'s App Store, your use of the Mobile App must at all times be in accordance with the Usage Rules set forth in the Apple, Inc. App Store Terms of Service, and you acknowledge that this Agreement is entered into solely between you and Meraki. This Agreement is not intended to provide for usage rules for Mobile Apps that are less restrictive than the Usage Rules set forth for Licensed Applications in, or that otherwise conflict with, the App Store Terms of Service as of the date that you accept the App Store Terms of Service (which you acknowledge you have had the opportunity to review). You also acknowledge and agree that: (i) in the event of any third party claim that your possession or use of a Mobile App infringes any third party's intellectual property rights, Apple is not responsible for the investigation, defense, settlement or discharge of any such intellectual property infringement claim; (ii) Apple has no responsibility for addressing any claims relating to any Mobile App, including but not limited to: (a) product liability claims; (b) maintenance and support; (c) any claim that the Mobile App fails to conform to any applicable legal or regulatory requirement; and (d) any claim arising under consumer protection or similar legislation; and (iii) Apple and its subsidiaries are intended third-party beneficiaries of the terms of this Agreement that apply to any Mobile App for the iOS, and that upon your acceptance of this Agreement, Apple and its subsidiaries will have the right (and will be deemed to have accepted the right) to enforce those terms of this Agreement against you.

ARTICLE 4 HARDWARE

4.1. Use. The specifications for any Hardware you have purchased are set forth on the relevant Meraki data sheets (which can be found on <http://meraki.cisco.com> (<http://meraki.cisco.com>)) (the "**Specifications**"). You will use the Hardware only in accordance with the Specifications and subject to the terms of this Agreement, including this **ARTICLE 4**.

4.2. Restrictions. You will not, and will not permit others to, whether directly or indirectly: (i) disassemble or attempt to reverse engineer the Hardware; (ii) remove or erase the Firmware from the Hardware, or otherwise try to disable or alter the Firmware functionality; (iii) load any other software onto the Hardware; (iv), make any alterations, updates, enhancements, additions or improvements to the Hardware without the prior written approval of Meraki; or (v) remove any logo, trademark, or service mark of Meraki from any item of Hardware. Any alterations, updates, enhancements, additions, or improvements so approved will be the sole property of Meraki. If any alterations, updates, enhancements, additions or improvements interfere with the normal operation, maintenance, or support of the Hardware (including by increasing the cost of maintenance or support or creating a safety hazard), you will promptly remove the same and restore the Hardware to its normal condition.

ARTICLE 5 OWNERSHIP

5.1. Meraki Property. Except as provided in **Section 5.2**, below, as between you and Meraki, Meraki owns (i) all right, title, and interest, including all Intellectual Property Rights therein, in and to the Software and Documentation, and (ii) all Intellectual Property Rights in the Hardware. Nothing in this Agreement will be construed as transferring or changing our Intellectual Property Rights or interests in the Products in any respect. In addition, we will own any and all right, title, and interest in and to any feedback, suggestions, information, or materials you convey to us related to the Products in connection with your use of the Products ("**Feedback**"). You hereby assign to Meraki all right, title, and interest in such Feedback and will execute any documents and take any additional actions Meraki deems necessary to evidence, record, or perfect the foregoing assignment.

5.2. Reservation of Rights. Other than the rights expressly granted to you in this Agreement, we reserve all rights with respect to the Products and any and all related rights, including any derivative works and any media, mode, or method of distribution or transmission of the Products, whether available now or developed in the future.

5.3. Privacy and Data Collection. Our Privacy Policy (available at <http://www.meraki.com/support/#policies:privacy> (<http://www.meraki.com/support/#policies:privacy>)) is hereby incorporated into this Agreement by reference. Please read the Privacy Policy carefully for information relating to our collection, use, and disclosure of personal information. We collect Traffic Information and may from time to time make available functionality that allows you to limit or restrict the types of Traffic Information we collect. Additionally, for devices with Agent Software installed, we transmit certain geolocation information about those devices and the networks on which they are running to Google Inc. ("**Google**"), which provides us with related geolocation information that we store and make available to network administrators as described in our Privacy Policy. Google's Privacy Policy, and not Meraki's, governs Google's handling of the information that we provide to Google. We use Traffic Information to make data available to you regarding, and to allow you to exercise certain controls with respect to, the traffic on your Network. We use Systems Manager Data to provide support and conduct product development activities. You represent and warrant to us that you have obtained or will obtain valid consent from each End User to add that End User's device to the Network, to permit you and Meraki to collect, use, and disclose Traffic Information as described in this **Section 5.4**, and, to the extent you use Systems Manager, to use Systems Manager as described above (including, without limitation, accessing and deleting files on devices) and to permit you and Meraki to collect, use, and disclose Systems Manager Data as described in this **Section 5.4**. You hereby consent to our collection, use, and disclosure of Traffic Information and, to the extent you use Systems Manager, to our use of the Device Management Functionality and its collection, use, and disclosure of Systems Manager Data, in each case as described in this **Section 5.4**.

5.4. Publicity. Neither we, nor you, will use the other's name, trademark, or trade name without the prior written consent of the other party, except that we may use your name and logo as part of a customer list on our website or in connection with our other customer listings.

ARTICLE 6 TERM AND TERMINATION

6.1. Term. This Agreement will be effective with respect to your use of the Products until the expiration of the License(s) applicable to the Products you are using, unless earlier terminated under **Section 6.2**. To the extent that you purchase additional Hosted Software License(s) subsequent to the date of the first Order, the duration of each Hosted Software License you have purchased will be adjusted such that all of your Hosted Software Licenses terminate on the same date.

The new co-termination date is calculated as a function of (i) the remaining time on your existing Hosted Software License(s) at the time of purchase, (ii) the duration of the Hosted Software License(s) purchased, and (iii) the one-year list price of each such Hosted Software License. This function produces a time value attributable to each Hosted Software License purchased that, when added together with the

time value attributable to all new Hosted Software Licenses in a given purchase, yields what we call the "Incremental Dollar Days" associated with the new purchase. In addition, based on the one-year list price of all Hosted Software Licenses in your Network and the number of each type of Hosted Software License purchased, we determine the amount of Hosted Software License value that your Network consumes each day, what we call the "Daily License Usage Rate." By dividing the Incremental Dollar Days by the Daily License Usage Rate, and adding the resulting number of days to the remaining time on your existing Hosted Software Licenses we arrive at the adjusted co-termination date following any new purchase. For further information regarding our licensing and co-termination policies please visit <http://meraki.cisco.com/support#policies/licensing> (<http://meraki.cisco.com/support#policies/licensing>).

6.2. Termination. Either party may terminate this Agreement for any reason effective upon 30 days prior written notice. Meraki may immediately suspend your use of the Products at any time if Meraki reasonably believes that you have breached the terms of ARTICLE 3, ARTICLE 4, or Sections 5.4 or 9.1. If such breach by you remains uncured for five days following receipt of notice from Meraki, then Meraki may terminate this Agreement effective immediately. You may terminate this Agreement for cause if we breach any material obligation of ours under this Agreement and fail to cure such breach within 10 business days of our receipt of written notice from you of such breach. If Meraki terminates this Agreement for convenience, or if you terminate this Agreement for cause, then in either case you will receive a refund of the amount you paid for the Hosted Software License allocable to the remaining Term.

6.3. Effect of Termination. Upon the termination of this Agreement for any reason, your access to and right to use the Products will terminate, and all Licenses will terminate. Upon expiration of a Hosted Software License, your Apps License will survive and you may continue to access and use the Web Apps and Mobile Apps, subject to the terms and conditions of this Agreement. Upon termination of this Agreement, each party will return (or destroy) any Confidential Information of the other party in its possession. The following provisions of this Agreement will survive any termination of the Agreement: Sections 5.1, 5.2, 5.3, 6.3, 7.5, 7.6, and ARTICLE 9.

ARTICLE 7 REPRESENTATIONS AND WARRANTIES; DISCLAIMER; REMEDIES

7.1. Mutual Warranties. Each party hereby represents and warrants to the other that it has all necessary corporate power and authority to perform its obligations under this Agreement and to consummate the transactions contemplated hereby. This Agreement constitutes legal, valid, and binding obligations of the warranting party enforceable against the non-warranting party in accordance with its terms.

7.2. Service Warranties. Meraki will make reasonable efforts to provide the Hosted Software and Web Apps available in accordance with the service level warranty set forth in the Service Level Agreement (the "Service Level Warranty"), subject to the terms and conditions of the Service Level Agreement. The remedy set forth in the Service Level Agreement is your sole and exclusive remedy with respect to the subject matter of the Service Level Agreement, and our sole and exclusive liability, in contract, tort, or otherwise, for any breach of the Service Level Warranty.

7.3. Hardware Warranties. We represent and warrant to you, the individual or entity who obtained the Hardware from Meraki or its authorized reseller, but not to any End Users or other third parties, as follows: (i) for the Warranty Period the Hardware will be free from material defects in materials and workmanship; (ii) all items of Hardware are new or refurbished unless otherwise indicated on the face of the Order; and (iii) we have good title to the Hardware, free and clear of any liens, claims, or encumbrances. Hardware not meeting the warranties set forth above will be, at our option, (a) repaired, (b) replaced, or (c) Meraki will refund to you the depreciated amount of the Purchase Price allocable to the defective Hardware, calculated on a straight-line, five-year basis. All Hardware repaired or replaced under warranty will be warranted for the remainder of the Warranty Period. For any return permitted under Meraki's then-current return policy as (available at <http://meraki.cisco.com/support/#policies/return>) (<http://meraki.cisco.com/support/#policies/return>), you will request a Return Materials Authorization ("RMA") number in writing with the reasons for the return request. The remedies described above are our sole liability and your sole remedy for any breach of the warranties contained in this Section 7.3. Meraki is not responsible for any non-Meraki data or information stored on any Hardware returned to Meraki for repair, whether under warranty or not.

7.4. Exclusions. Meraki has no obligation with respect to defects caused by or resulting from any of the following: (i) installation or use of third party software on or in the Hardware; (ii) modifications or repairs to the Hardware or Software made by you or any third party; (iii) damage or defects resulting from misuse, accident, neglect, abuse, failure of electrical power, adverse environmental conditions, unusual electrical or physical stress, catastrophe, negligence, improper storage, testing, or connection, or other improper treatment; (iv) your use or operation of the Hardware or Software other than as detailed in the Specifications; (v) misconfiguration of the Hardware or Software; or (vi) any other causes beyond Meraki's reasonable control.

7.5. Disclaimer of Warranties. EXCEPT AS SET FORTH IN SECTIONS 7.1, 7.2, and 7.3, MERAKI DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR TITLE, AND CUSTOMER UNDERSTANDS AND AGREES THAT THE PRODUCTS ARE PROVIDED "AS IS." MERAKI MAKES NO WARRANTY THAT THE PRODUCTS WILL MEET CUSTOMER'S REQUIREMENTS, OR THAT USE OF THE PRODUCTS WILL BE UNINTERRUPTED, TIMELY, SECURE, OR ERROR-FREE; NOR DOES MERAKI MAKE ANY WARRANTY AS TO THE ACCURACY OR RELIABILITY OF ANY INFORMATION OBTAINED BY MEANS OF THE PRODUCTS, OR THAT ANY DEFECTS IN THE PRODUCTS WILL BE CORRECTED. FURTHER, MERAKI DOES NOT WARRANT THAT THE PRODUCTS OR THE MERAKI SERVERS ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. MERAKI ALSO ASSUMES NO RESPONSIBILITY, AND IS NOT LIABLE FOR ANY DAMAGES TO, OR VIRUSES THAT MAY INFECT, CUSTOMER'S HARDWARE, SOFTWARE, OR OTHER MATERIALS. Because some jurisdictions do not permit the exclusion of implied warranties, portions of this section may not apply to Customer.

7.6. Exclusion and Limitation of Liability. IN NO EVENT WILL MERAKI OR ITS SUPPLIERS OR DISTRIBUTORS BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY INDIRECT, CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES OF ANY NATURE (INCLUDING LOST PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR ANY OTHER PECUNIARY LOSS) ARISING FROM OR RELATING TO CUSTOMER'S USE OF THE PRODUCTS OR USE OF THE PRODUCTS THROUGH CUSTOMER'S ACCOUNT BY ANYONE ELSE, EVEN IF MERAKI HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL MERAKI'S TOTAL CUMULATIVE LIABILITY TO CUSTOMER AND ANYONE WHO USES THE SERVICE THROUGH CUSTOMER'S ACCOUNT, FOR ANY AND ALL CLAIMS UNDER ANY THEORY OF LAW OR EQUITY, EXCEED THE AGGREGATE PURCHASE PRICE ACROSS ALL ORDERS SUBMITTED BY CUSTOMER. CUSTOMER UNDERSTANDS THAT THESE LIMITATIONS OF MERAKI'S AND MERAKI'S SUPPLIERS' AND DISTRIBUTORS' LIABILITY ARE A FUNDAMENTAL PART OF THIS AGREEMENT. The provisions of this Section 7.6 allocate risks under this Agreement between Meraki and Customer. Meraki's pricing of the Products reflects this allocation of risks and limitation of liability. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to Customer, in which case Meraki's liabilities will be limited to the maximum extent allowed by law.

ARTICLE 8 INDEMNITY

Customer will defend, indemnify, and hold Meraki, its affiliates, and their employees, officers, directors, successors, assigns, agents, and customers harmless from and against any and all liabilities, damages, losses, costs, and expenses, including reasonable attorneys' fees arising out of or in connection with any and all claims, demands, actions, or proceedings brought by a third party to the extent based upon: (i) any grossly negligent, reckless, or intentionally wrongful act of Customer or Customer's assistants, employees, agents, or End Users; (ii) Customer's or its End Users' misuse of the Products or breach of this Agreement; or (iii) Customer's unauthorized modification or alteration

of the Hardware or Software, including any modification or alteration in violation of Sections 3.6 and 4.2, above; (iv) Customer's combination of the Hardware or Software with other products, software, or services not supplied or specified by Meraki; and (v) Customer's continued use of the Hardware or Software without implementation within a reasonable time period of modifications provided by Meraki.

ARTICLE 9 MISCELLANEOUS

9.1. Confidentiality. Except as described in Section 5.4, any and all information provided directly or indirectly by one party (the "**Disclosing Party**") to the other party (the "**Receiving Party**"), including, but not limited to, any software, hardware, inventions, processes, designs, drawings, specifications, blueprints, technical information, know-how, trade secrets, product, marketing, business, or financial information related to the Disclosing Party (collectively, "**Confidential Information**"), will be kept confidential by the Receiving Party and may not be used, communicated, disclosed, or divulged, except as necessary in the performance of the Receiving Party's obligations under this Agreement or otherwise in connection with the deployment, operation, and maintenance of the Products. The Receiving Party agrees to limit access to the Confidential Information to those of its employees or contractors as are reasonably required for the purpose of performing the Receiving Party's obligations under this Agreement or otherwise in connection with the deployment, operation, and maintenance of the Products. Prior to disclosing any Confidential Information to any of its employees or contractors, the Receiving Party will obtain from each such employee or contractor an agreement substantially as protective of the Disclosing Party's Confidential Information as the provisions hereof and each employee or contractor agrees not to use such information except in the performance of obligations hereunder. Notwithstanding the foregoing, Confidential Information does not include any information that the Receiving Party can verify based on its written records was (a) already lawfully in the Receiving Party's possession without confidentiality obligations prior to receiving it from the Disclosing Party, (b) independently received from a third party without an accompanying duty of confidentiality and without breach of such third party's obligations of confidentiality, (c) becomes available in the public domain through no action or inaction of the Receiving Party, or (d) developed independently by the Receiving Party without use of or reference to Disclosing Party's Confidential Information. If Receiving Party becomes legally compelled to disclose any Confidential Information, other than pursuant to a confidentiality agreement, Receiving Party will provide Disclosing Party prompt written notice, if legally permissible, and will use its best efforts to assist Disclosing Party in seeking a protective order or another appropriate remedy.

9.2. Entire Agreement. This Agreement, the Order, and the Service Level Agreement (collectively, the "**Governing Documents**") constitute the entire agreement between Meraki and Customer with respect to the subject matter of the Governing Documents and supersede all prior agreements, understandings, and arrangements, oral or written, between Meraki and Customer. No agreement or representations, oral or otherwise, express or implied, with respect to the subject matter of the Governing Documents have been made either by Meraki or Customer which is not expressly set forth in the Governing Documents.

9.3. Force Majeure. Neither you nor Meraki will be liable under this Agreement by reason of any failure or delay in the performance of its obligations (except for payment obligations) on account of strikes (other than strikes of a party's own employees), shortages, riots, insurrection, fires, flood, storm, explosions, acts of God, war, governmental action, labor conditions (other than with respect to a party's own employees), earthquakes, material shortages or any other causes that are beyond the reasonable control of such party so long as the parties will use commercially reasonable efforts, including the implementation of business continuity measures, to mitigate the effects of such force majeure.

9.4. Independent Contractors. You and Meraki are independent contractors. Neither of you, nor Meraki, nor any of your or our respective employees, customers or agents, will be deemed to be the representative, agent, or employee of the other for any purpose whatsoever, and none of them have the right or authority to assume or create an obligation of any kind or nature, express or implied, on behalf of the other, or to accept service of any legal claims or notices addressed to or intended for the other.

9.5. Governing Law. This Agreement will be governed by and construed in accordance with the laws of the State of California. Customer submits to the jurisdiction in the federal or state courts of or located in Santa Clara County, California, with respect to any action or proceeding arising out of the Governing Documents, and Customer hereby waives any venue or other objection which it may have to any such action or proceeding being brought in the federal or state courts of in Santa Clara County, California.

9.6. Consent to Electronic Communications; Notice. By using the Products, you consent to receiving electronic communications from us. These communications may include notices about your account and information concerning or related to the Products. You agree that any notices, agreements, disclosures, or other communications that we send to you electronically will satisfy any legal communication requirements, including that such communications be in writing. Any notice that you provide to us under this Agreement will be effective if it is in writing and sent by certified or registered mail, or insured courier, return receipt requested, to Meraki at the address set forth above and with the appropriate postage affixed.

9.7. Export Control. Customer will comply fully with all United States and any other country's export laws and regulations and ensure that none of the Products are directly or indirectly exported or re-exported to any country, person, entity, or End User in violation of, or for any use prohibited by, such export laws and regulations.

9.8. Severability. If any portion of this Agreement is held invalid by a court of competent jurisdiction, then such portion will be deemed to be of no force or effect, and this Agreement will be construed as if such portion had not been included herein. If the deletion of such provision materially impairs the commercial value of this Agreement, then Meraki and Customer will attempt to renegotiate such provision in good faith.

9.9. Waiver. No failure or delay by you or by us to exercise any right under this Agreement will constitute a waiver of that right.

9.10. Headings. The headings used in this End User Agreement are for convenience of reference only and do not affect the meaning or construction of this End User Agreement.

9.11. Assignment. Neither this Agreement nor any rights under this Agreement may be assigned or otherwise transferred by either party, in whole or in part, without the prior written consent of the other party, which consent shall not be unreasonably withheld or delayed. Notwithstanding the foregoing, Meraki may assign or otherwise transfer this Agreement without the consent of Customer to Cisco Systems, Inc. or its affiliates. Any attempted assignment in violation of this Section 9.11 will be void and without effect. Subject to the foregoing, this Agreement will be binding upon and will inure to the benefit of the parties and their respective successors and assigns.

9.12. Language. The official language of this Agreement is English. All contract interpretations, notices and dispute resolutions will be in English. Any attachments or amendments to this End User Agreement will be in English. Translations of any of these documents will not be construed as official or original versions of such documents.

Home (/us/) > Support (/us/support/) > Support Article

Asia Pacific Warranty

Canada Warranty

Europe Warranty

Latin America Warranty

Middle East and Africa Warranty

United States Warranty

Asia Pacific Warranty

For Home

The LIMITED WARRANTY

The Limited Warranty for Linksys products lasts for a period of twelve (12) months for new products and ninety (90) days for refurbished products following the date of purchase. To view details of the warranty in your region, click on one of the links below:

Asia Pacific (http://downloads.linksys.com/downloads/userguide/Warranty_WW_3425-00117M.pdf) Limited Warranty

Australia and New Zealand (http://downloads.linksys.com/downloads/userguide/Warranty_WW_3425-00117M.pdf) Limited Warranty

For Business

The LIMITED LIFETIME WARRANTY

All components of Linksys products (except for fan and power supply*) are provided warranty as long as original end user continues to own the product. However, if the product is discontinued, warranty support

Home and Business Warranty

To view details, click on one of the links below:

Asia Pacific (http://downloads.linksys.com/downloads/userguide/Linksys_SMB_Limited_Lifetime_Warranty-USA_Canada_APAC-final.pdf) Limited Lifetime Warranty

Australia and New Zealand (http://downloads.linksys.com/downloads/userguide/Linksys_SMB_Limited_Lifetime_Warranty-Australia-final.pdf) Limited Lifetime Warranty

* Fan and power supply components are warranted for a period of two (2) years commencing on the date of original purchase by the end user.

Canada Warranty

For Home

The LIMITED WARRANTY

In Canada, the Limited Warranty extends only to products purchased from Linksys or an authorized Linksys reseller. The Limited Warranty for Linksys and Valet products lasts for a period of twelve (12) months for new products and ninety (90) days for refurbished products following the date of purchase, except for **SE3008-Canada**, which has a Limited Lifetime Warranty. You can learn more about the Limited Warranty for Linksys and Valet products and the Limited Lifetime Warranty for SE3008-Canada through the following links:

Canada (http://downloads.linksys.com/downloads/userguide/Warranty_WW_3425-00117M.pdf) Limited Warranty

SE3008-Canada (http://downloads.linksys.com/downloads/userguide/Linksys_SMB_Limited_Lifetime_Warranty-USA_Canada_APAC-final.pdf) Limited Lifetime Warranty

Valet and Valet Plus (http://support.linksys.com/downloads/userguide/1224656320642/Valet_Combos_V10_Supplemental_C_3425-01407.pdf) Warranty Information

For Business

Home and Business Warranty

All components of Linksys products (except for fan and power supply*) are provided warranty as long as original end user continues to own the product. However, if the product is discontinued, warranty support will be limited to five (5) years from the date of notification of product discontinuance.

* Fan and power supply components are warranted for a period of two (2) years commencing on the date of original purchase by the end user.

To view details, click on one of the links below:

Canada (http://downloads.linksys.com/downloads/userguide/Linksys_SMB_Limited_Lifetime_Warranty-USA_Canada_APAC-final.pdf) Limited Lifetime Warranty

Europe Warranty

For Home

The LIMITED WARRANTY

The Limited Warranty for Linksys products lasts for a period of twenty-four (24) months following the date of purchase. The Limited Warranty extends only to products purchased from Linksys or an authorized Linksys reseller.

Europe (http://downloads.linksys.com/downloads/userguide/Warranty_VWV_3425-00117M.pdf) Limited Warranty

For Business

The LIMITED LIFETIME WARRANTY

All components of Linksys products (except for fan and power supply*) are provided warranty as long as original end user continues to own the product. However, if the product is discontinued, warranty support will be limited to five (5) years from the date of notification of product discontinuance.

Home and Business Warranty

* Fan and power supply components are warranted for a period of two (2) years commencing on the date of original purchase by the end user.

To view details, click on one of the links below:

Europe (http://downloads.linksys.com/downloads/0/1000/Linksys_SMB_Limited_Lifetime_Warranty-EMEA_LATAM-final.pdf) Limited Lifetime Warranty

Latin America Warranty

For Home

The LIMITED WARRANTY

The Limited Warranty for Linksys products lasts for a period of twenty-four (24) months following the date of purchase. The Limited Warranty extends only to products purchased from Linksys or an authorized Linksys reseller.

Latin America (http://downloads.linksys.com/downloads/userguide/Warranty_WW_3425-00117M.pdf) Limited Warranty

For Business

The LIMITED LIFETIME WARRANTY

All components of Linksys products (except for fan and power supply*) are provided warranty as long as original end user continues to own the product. However, if the product is discontinued, warranty support will be limited to five (5) years from the date of notification of product discontinuance.

* Fan and power supply components are warranted for a period of two (2) years commencing on the date of original purchase by the end user.

To view details, click on one of the links below:

Home and Business Warranty

Latin America (http://downloads.linksys.com/downloads/0/1000/Linksys_SMB_Limited_Lifetime_Warranty-EMEA_LATAM-final.pdf) Limited Lifetime Warranty

Middle East and Africa Warranty

For Home

The LIMITED WARRANTY

The Limited Warranty for Linksys products lasts for a period of twenty-four (24) months following the date of purchase. The Limited Warranty extends only to products purchased from Linksys or an authorized Linksys reseller.

Middle East & Africa (http://downloads.linksys.com/downloads/userguide/Warranty_WW_3425-00117M.pdf) Limited Warranty

For Business

The LIMITED LIFETIME WARRANTY

All components of Linksys products (except for fan and power supply*) are provided warranty as long as original end user continues to own the product. However, if the product is discontinued, warranty support will be limited to five (5) years from the date of notification of product discontinuance.

* Fan and power supply components are warranted for a period of two (2) years commencing on the date of original purchase by the end user.

To view details, click on one of the links below:

Middle East & Africa (http://downloads.linksys.com/downloads/0/1000/Linksys_SMB_Limited_Lifetime_Warranty-EMEA_LATAM-final.pdf) Limited Lifetime Warranty

Home and Business Warranty

For Home

The LIMITED WARRANTY

The Limited Warranty for Linksys and Valet products lasts for a period of twelve (12) months following the date of purchase (90 days for refurbished products). In the United States, the limited warranty extends only to products purchased from Linksys or an authorized Linksys reseller. You can learn more about the Limited warranty through the following links:

United States (http://downloads.linksys.com/downloads/userguide/Warranty_WW_3425-00117M.pdf) Limited Warranty

Valet and Valet Plus (http://support.linksys.com/downloads/userguide/1224656320642/Valet_Combos_V10_Supplemental_C_3425-01407.pdf) Warranty Information

For Business

The LIMITED LIFETIME WARRANTY

All components of Linksys products (except for fan and power supply*) are provided warranty as long as original end user continues to own the product. However, if the product is discontinued, warranty support will be limited to five (5) years from the date of notification of product discontinuance.

* Fan and power supply components are warranted for a period of two (2) years commencing on the date of original purchase by the end user.

To view details, click on one of the links below:

United States (http://downloads.linksys.com/downloads/userguide/Linksys_SMB_Limited_Lifetime_Warranty-USA_Canada_APAC-final.pdf) Limited Lifetime Warranty

**LG ELECTRONICS USA and CANADA
LG LCD/LED MONITOR LIMITED WARRANTY**

This warranty is extended only to the original purchaser when said product is purchased from an LG Authorized Dealer and is non transferable. Valid only when product is used in the U.S, including Alaska, Hawaii, US Territories and all Canadian Provinces.

At our option, LG Electronics will repair or replace, product which proves to be defective in materials or workmanship under normal use during the warranty period listed below.

Warranty Period (Warranty begins from the date of purchase)				How service is handled
Labor	Parts	Back Light	Controller	In the US please call (888) 865-3026 or CANADA (888) 542-2623 for instructions on getting the defective unit repaired or replaced.
3 Years	3 Years	3 Years	1 Year	
Replacement units and repair parts may be new or factory remanufactured and are warranted for the remaining portion of the original units warranty period.				1. Retain a copy of your of your receipt to validate warranty with your servicer and LG Electronics. 2. Have your model and serial number available.

At LG Electronics sole discretion, the following resolution options, depending on product size and availabilities have been established.

- On-site repair – LG will schedule a repair for you with an Authorized Service Center for in-home service.
- Ship-In Repair or Replacement – Ship unit in to LG Electronics repair facility to be repaired and returned to you or to be replaced with a factory reconditioned unit.
- Advance Replacement – LG will ship a factory reconditioned unit to you.

-In order to process the Advanced Replacement LG requires a credit card authorization, as security for the retail price of the replacement unit plus shipping and handling. Your card will not be charged unless the defective unit is not returned within 21 days from receipt of your replacement unit. If you are unable to provide credit card authorization, this Advanced Replacement Process will not be available to you.

*All freight paid by LG Electronics while under 3 years warranty.

**Please retain your box to return the unit for repair or replacement.

Visit us at WWW.lg.com for more information.

***This limited warranty shall be valid from March 1, 2013 and shall apply to Products sold after that date. LGE holds the right to amend the provisions, clauses, or applications of this limited warranty from time to time without notice, however such changes would not be retrospective.

No other express warranty is applicable to this product.
THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. LG ELECTRONICS SHALL NOT BE LIABLE FOR THE LOSS OF THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGE, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY APPLICABLE TO THIS PRODUCT.
LG ELECTRONICS SHALL NOT BE LIABLE FOR THE LOSS OR DESTRUCTION OF DATA OR MEDIA RESULTING FROM THE USE OR SERVICE OF THIS PRODUCT, WHETHER DUE TO VIRUS ISSUES OR OTHERWISE, OR ANY FAILURE TO SECURE ALL PROGRAMS AND DATA CONTAINED IN OR AFFECTED BY THE PRODUCT OR TO MAINTAIN THE CONFIDENTIALITY OF DATA STORED ON THE PRODUCT.

LIMITATIONS AND EXCLUSIONS

LG Electronics does not warrant uninterrupted or error-free operation of the product. Product performance is affected by system configuration, software, applications, your data and operator control of the system, among other factors. Though the product is considered to be compatible with many systems, it is your responsibility to determine compatibility and integration with other products or systems.

This limited warranty applies only to hardware products manufactured by or for LG that can be identified by the "LG" trademark, trade name or logo affixed to them. It does not apply to non-LG hardware products or any software, even if packaged or sold with LG hardware.

Manufacturers, suppliers or publishers, other than LG, may provide their own warranties to you, but LG, to the extent permitted by law, provides such third-party products "AS IS". If applicable, software distributed by LG with or without the LG brand name (including but not limited to system software) is not covered under this limited warranty. Please refer to any licensing agreement accompanying the software for details of any purchaser rights with respect to its use.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, reasonable, and except to the extent otherwise expressly provided for in this statement, use of this product, and shall not apply to the following type of exclusions:

- Damage caused in shipping or transit
- Service required as a result of improper installation, including incorrect or insufficient AC supply (please consult the owner's manual for power supply requirements.)
- Installation or repair of antenna systems, cable converters, cable company supplied equipment in a video system.
- Set-up or adjustment on consumer controls or damage caused by improper adjustments.
- Damage cause by other system components.
- Any unit that has been modified or incorporated into any other product.
- Replacement of batteries on the remote control.
- Damage (including cosmetic damage), failure, loss or personal injury due to misuse, abuse, negligence, improper maintenance or storage, or to acts of nature other causes beyond our control. (Causes beyond our control include, but are not limited to, lighting strike, power surges, power outages and water damage.)
- Repair or replacement of warranted parts by other than an LG authorized service center.
- Units purchase or serviced outside the US and Canada.
- Units with altered or absent serial numbers.
- Product labeled and sold in "As Is" condition or sold with a similar disclaimer.
- Burned-in images resulting from display of an image over an extended period of time.
- Minor imperfections within design specifications that do not materially alter or affect functionality.

LG Electronics Contacts:

US (888) 865-3026
Canada (888) 542-2623
WWW.lg.com

LG ELECTRONICS É.-U. et CANADA GARANTIE LIMITÉE POUR LES MONITEURS ACL/DEL LG

Cette garantie n'est offerte qu'à l'acheteur d'origine quand le produit est acheté d'un revendeur LG agréé, et ne peut pas être transférée. Elle n'est valide qu'aux États-Unis, y compris Alaska, Hawaii et les territoires des É.-U., et que dans toutes les provinces canadiennes.

LG Electronics, à son choix, réparera ou remplacera le produit qui affiche un vice de matière ou de fabrication dans des conditions normales d'utilisation au cours de la période de garantie stipulée ci-après.

Période de garantie (La garantie débute à la date d'achat)				How service is handled
Main-d'oeuvre	Pièces	Rétroéclairage	Contrôleur	Pour obtenir des instructions concernant la réparation ou le remplacement d'un appareil défectueux : faites le (888) 524-2623 au Canada ou le (888) 865-3026 aux États-Unis. 1. Conservez une copie de votre facture pour valider la garantie auprès du fournisseur de service et de LG Electronics. 2. Ayez les numéros de modèle et de série à portée de la main.
3 ans	3 ans	3 ans	1 an	
Les appareils de rechange et les appareils réparés peuvent être neufs ou remis à neuf à l'usine et sont garantis pour le restant de la période de garantie originale de l'appareil.				

Suivent les possibilités de résolution par LG Electronics, à sa discrétion seule, dépendamment de la taille et de la disponibilité des produits.

- Réparation sur place- LG ordonnancera la réparation pour vous auprès d'un centre de service agréé pour un service au foyer.
- Réparation ou remplacement sur renvoi- Expédiez l'appareil au centre de réparation de LG Electronics où il sera réparé ou remplacé par un appareil remis à neuf à l'usine, puis renvoyé.
- Remplacement d'avance- LG vous enverra un appareil remis à neuf à l'usine (sur présentation d'un numéro de carte de crédit comme garantie de renvoi de l'appareil défectueux).
 – Dans le cas d'un remplacement d'avance, LG demande une autorisation sur carte de crédit comme forme de garantie pour le prix de détail de l'appareil de rechange et les frais d'expédition et administratifs. Rien ne sera porté à votre carte de crédit en autant que l'appareil défectueux soit retourné dans les 21 jours suivant la réception de l'appareil de rechange. Vous ne pourrez pas profiter du remplacement d'avance si vous ne pouvez pas fournir une autorisation sur carte de crédit.

*Tous les frais de transport sont assurés par LG Electronics au cours de la période de garantie de 3 ans.

**Veuillez conserver la boîte pour renvoyer l'appareil s'il doit être réparé ou remplacé.

Consultez www.lg.com pour obtenir de plus amples renseignements.

***Cette garantie limitée est valide à compter du 1er mars 2013 et s'applique aux produits vendus après cette date. LGE se réserve le droit de modifier les provisions, les clauses ou les applications de cette garantie limitée de temps à autre, sans avis préalable. Ces changements ne seront toutefois pas rétroactifs.

Aucune autre garantie expresse n'est offerte sur ce produit.

LA DURÉE DE TOUTE GARANTIE IMPLICITE, Y COMPRIS LA GARANTIE IMPLICITE DE BONNE VENTE, EST LIMITÉE À LA DURÉE DE LA PRÉSENTE GARANTIE EXPRESSE. LG ELECTRONICS NE PEUT PAS ÊTRE TENUE RESPONSABLE DE LA PERTE D'UTILISATION DU PRODUIT, DES INCONVÉNIENTS, DES PERTES OU DE TOUTE AUTRE DOMMAGE, DIRECT OU FORTUIT QUE CE SOIT SUITE À L'UTILISATION OU À L'IMPOSSIBILITÉ D'UTILISER LE PRODUIT OU POUR TOUT AUTRE BRIS DE GARANTIE EXPRESSE OU IMPLICITE QUE CE SOIT, Y COMPRIS LA GARANTIE IMPLICITE DE BONNE VENTE S'APPLIQUANT À CE PRODUIT.

LG ELECTRONICS NE PEUT PAS ÊTRE TENUE RESPONSABLE DE LA PERTE OU DE LA DESTRUCTION DE DONNÉES OU DE SUPPORTS SUITE À L'UTILISATION OU À LA RÉPARATION DU PRODUIT, QUE CE SOIT DÙ À UN VIRUS OU À TOUTE AUTRE CAUSE, OU À UN MANQUE À PRÉSERVER TOUS LES PROGRAMMES ET TOUTES LES DONNÉES CONTENUES DANS LE PRODUIT OU AFFECTÉES PAR LE PRODUIT, OU À PRÉSERVER LA CONFIDENTIALITÉ DES DONNÉES MÉMORISÉES DANS LE PRODUIT.

LIMITES ET EXCLUSIONS

LG Electronics ne garantit pas le fonctionnement ininterrompu et sans erreur du produit. Le rendement du produit peut être affecté, entre autres, par la configuration du système, les logiciels, les applications, vos données et le contrôle du système par l'opérateur. Bien que le produit soit considéré compatible avec de nombreux systèmes, il vous en revient d'établir sa compatibilité et son intégration avec d'autres produits ou systèmes.

Cette garantie limitée ne s'applique qu'au matériel informatique fabriqué par ou pour LG et qui peut être identifié par la marque, le nom de commerce ou le logo « LG » apposé sur le produit. Elle ne s'applique pas au matériel ou logiciel de marque autre que LG même s'il est emballé ou vendu avec le matériel LG.

Les fabricants, fournisseurs ou éditeurs autres que LG peuvent offrir leur propre garantie mais LG, dans les limites autorisées par la loi, n'offre ces produits de tiers que sous la forme « TEL QUEL ». Le cas échéant, le logiciel distribué par LG portant ou non la marque LG (y compris, sans y être limité, le logiciel du système) n'est pas couvert par cette garantie limitée. Veuillez consulter le contrat de licence fourni avec le logiciel afin de connaître les droits de l'acheteur concernant son utilisation.

Cette garantie limitée couvre les vices de matière et de fabrication en usage raisonnable et normal et tel qu'expressément indiqué autrement dans ce texte, et les cas suivants sont excus de cette garantie.

- Les dommages causés en cours de transport.
- Un service requis suite à une mauvaise installation, y compris une alimentation CA incorrecte ou insuffisante (consultez le manuel de l'utilisateur à cet effet).
- L'installation ou la réparation de systèmes d'antennes, de boîtes de câblodiffusion, ou de l'équipement du fournisseur de services de câblodiffusion dans un système vidéo.
- Le montage ou l'ajustement de commandes grand public ou les dommages causés par de mauvais ajustements.
- Les dommages causés par les composantes d'autres systèmes.
- Tout produit qui a été modifié ou incorporé à un autre produit.
- Le remplacement des piles d'une télécommande.
- Les dommages (y compris les dommages cosmétiques), la panne, la perte ou les blessures causés par une mauvaise utilisation, une utilisation abusive, une négligence, un mauvais entretien ou rangement, ou des cas de force majeure indépendants de notre volonté (dont, sans y être limité, la foudre, les surtensions, les pannes de courant et les dommages par l'eau).
- La réparation ou le remplacement de pièces sous garantie par quiconque d'autre qu'un centre de service agréé LG.
- Les unités achetées ou entretenues à l'extérieur des États-Unis et du Canada.
- Les unités modifiées ou sans numéro de série.
- Les produits étiquetés et vendus « Tel quel » ou vendus avec un désistement semblable.
- Les images rémanentes causées par l'affichage d'une même image pendant une période prolongée.
- Les imperfections mineures qui n'ont aucun effet matériel ou sur le fonctionnement.

Coordonnées pour LG Electronics : É.-U. (888) 865-3026
CANADA (888) 542-2623
www.lg.com

[Products](#)[Warranty](#)[FAQ](#)[Support](#)[Contact](#)

Call us by the phone

718-534-2432

For customers outside the USA

888-753-6957**Select your region**

USA & Canada

Just Wireless warrants its products against defects in materials and workmanship for the lifetime of your product. **Just Wireless** will repair or replace its product if, due to defective parts or workmanship, it does not perform as specified. This warranty covers only repair or replacement of the product itself. This warranty is extended to the original consumer purchaser only. In no event does this warranty extend to instances where the product is damaged through uses for which it was not intended, misuse, mishandling, removal and/or reinstallation, neglect, accident or tampering. In no event shall **Just Wireless** be liable for any indirect, incidental or consequential damages, or lost profits arising out of or related to this product, or the performance or breach thereof, even if **Just Wireless** has been advised of the possibility thereof. **Just Wireless** liability to customer, if any, shall in no event exceed the total of the purchase price. Some states do not permit the exclusion or limitation of incidental or consequential damages, therefore, sections of the above limitation or exclusion may not apply to you. This warranty is in lieu of any other warranty, expressed or implied, including, but not limited to, any warranty of merchantability or fitness for any particular purpose. Any representations or promises inconsistent, or in addition to this warranty are unauthorized and shall not be binding upon **Just Wireless**.

To service your product under warranty, please send your full name, mailing address, and phone number, along with a copy of the sales receipt and the defective product to:

Just Wireless

140 58th Street, Suite 2-1

Brooklyn, New York 11220

USA

Customers outside the USA or if you have further questions, please email us at info@justwirelessintl.com or call us at 718-534-2432.

[Products](#)[Warranty](#)[FAQ](#)[Support](#)[Contact](#)

Phone: 888-753-6957
E-mail: Info@justwirelessintl.com

140 58th street Suite 2-1
Brooklyn, New York 11220

[How to Buy | Contact Us](#)[Search](#)[SOLUTIONS](#)[PRODUCTS & SERVICES](#)[COMPANY](#)[PARTNERS](#)[SUPPORT](#)[EDUCATION](#)

Product Warranty Policy

[Downloads](#) [Cases](#) [Contracts & Licenses](#) [Documentation & Tools](#)[Help](#)

Product Warranty Policy

[View Juniper Networks Software Warranty Entitlement Matrix](#)[Limited Lifetime Warranty for the EX2200, EX3200, and EX4200 Switches](#)[Enhanced Limited Lifetime Warranty for the EX2200, EX3200, EX3300, EX4200, EX4300, and EX6200 Switches](#)[Limited Lifetime Warranty for the Wireless LAN Indoor Access Point Products](#)

To ensure you receive your full Product Warranty benefits, please register your Juniper Products.

Warranty Start Date

"Start Date" as used in this policy means (i) the date this product is shipped from the manufacturing facilities of Juniper Networks, Inc. ("Juniper Networks"), or (ii) in the case of resale by an authorized Juniper Networks distributor, the date not more than ninety (90) days after original shipment of this product by Juniper Networks.

Hardware

Juniper Networks warrants that for a period of one (1) year from the Start Date, the Juniper Networks hardware purchased by customer ("Hardware") shall be free of defects in material and workmanship under normal authorized use consistent with the product instructions. This product warranty extends only to the original purchaser. In the event that Juniper Networks receives notice during the warranty period that any Hardware does not conform to its warranty, Customer's sole and exclusive remedy, and Juniper Networks sole and exclusive liability, shall be for Juniper Networks, at its sole option, to either repair or replace the non-conforming Hardware in accordance with this limited warranty. Hardware replaced under the terms of any such warranty may be refurbished or new equipment substituted at the option of Juniper Networks. Juniper Networks will use commercially reasonable efforts to ship the replacement Hardware within twenty (20) business days after receipt of the product at a Juniper Networks Repair Center. Actual delivery times may vary depending on the customer location.

Software

Juniper Networks warrants that for a period of ninety (90) days from the Start Date, the media, on which the software embedded in the Hardware ("Software") is recorded, shall be free from defects in material and workmanship under normal authorized use consistent with the product instructions. The sole and exclusive remedy of the customer and the entire liability of Juniper Networks under this limited warranty shall be the replacement of the media containing the Software. In addition, with respect to Software embedded in Juniper Networks security products, application acceleration products or certain other Hardware products, as more specifically set forth on <http://www.juniper.net/support>, for a period of fifteen (15) days from the date a customer receives such Hardware product, Juniper Networks will provide the customer that purchased such Hardware product access to one (1) download of the most recent commercially-available version of Software that is embedded in such product. Customer may download the Software by going to Software Downloads. This right to download extends only to the original purchaser.

Restrictions

No warranty will apply if the Hardware or Software (i) has been altered, except by Juniper Networks; (ii) has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Juniper Networks in the enclosed documentation; or (iii) has been subjected to unreasonable physical, thermal or electrical stress, misuse, negligence, or accident. In addition, Hardware or Software is not designed or intended for use in (i) the design, construction, operation or maintenance of any nuclear facility, (ii) navigating or operating aircraft; or (iii) operating life-support or life-critical medical equipment, and Juniper Networks disclaims any express or implied warranty of fitness for such uses. Customer is solely responsible for backing up its programs and data to protect against loss or corruption. Juniper Networks warranty obligations do not include installation support.

Dead On Arrival ("DOA")

For up to thirty (30) days from the Start Date, Juniper Networks will provide expedited replacement of affected field replaceable units of Hardware that fail to operate within twenty-four (24) hours of initial installation. For purposes of this DOA policy, "fail to operate" shall mean a material failure to substantially perform in accordance with the Hardware's technical specifications and shall not include cosmetic or other deficiencies that do not materially affect Hardware performance. A new field replaceable unit will be shipped from Juniper Networks' manufacturing facilities within two (2) business days of Juniper Networks' receipt and validation of customer's notification of an inoperative unit. Notification must be sent by customer via online procedures set forth below. Defective Hardware must be returned within thirty (30) days of failure, or customer pays purchase price of replacement Hardware. Non-U.S. customers should allow for additional transit time due to international customs clearance.

Hardware Return Procedures

Any defective item can only be returned if it references a return material authorization ("RMA") number issued by authorized Juniper Networks service personnel. To request an RMA number, customer must contact Juniper Networks Technical Assistance Center ("JTAC") via the online resource available at the URL: <http://www.juniper.net/support>. JTAC will only assist customers with online RMA processing pursuant to the terms of this warranty and will not provide any troubleshooting, configuration or installation assistance. Telephone calls to JTAC will not be accepted unless the customer has purchased a valid Juniper Networks service contract that is in effect as of the time of the call. The RMA number must be included on the outside carton label of the returned item. Transportation costs, if any, incurred in connection with the return of a defective item to Juniper Networks shall be borne by customer to the in-country location, if available. Juniper Networks shall pay any transportation costs incurred with the redelivery of a repaired or replaced item. If, however, Juniper Networks reasonably determines that the item is functional, the customer shall pay any transportation cost. If Juniper Networks determines, at its sole discretion, that the allegedly defective item is not covered by the terms of the warranty provided hereunder or that a warranty claim is made after the warranty period, the cost of repair by Juniper Networks, including all shipping expenses, shall be paid by customer.

Disclaimer

EXCEPT AS EXPRESSLY SET FORTH ABOVE, JUNIPER NETWORKS MAKES NO REPRESENTATION OR WARRANTY OF

Related Topics

[Case Definitions for Priority & Management Escalation Paths](#)[Repair and Return Policy and Procedures](#)[LMS Product Activation License Keys Instructions](#)[Product Registration Instructions](#)[Product and Services Offerings](#)[Product Warranty - Business Summary](#)[Home > Support > Product Warranty Policy](#)

ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE OR NON-INFRINGEMENT, OR WARRANTIES OR OBLIGATIONS ARISING FROM A COURSE OF DEALING, USAGE OR TRADE PRACTICE. FURTHER, JUNIPER NETWORKS DOES NOT WARRANT THAT THE SOFTWARE IS ERROR FREE OR THAT BUYER WILL BE ABLE TO OPERATE THE SOFTWARE WITHOUT PROBLEMS OR INTERRUPTION.

Limitation of Liability

IN NO EVENT WILL JUNIPER NETWORKS OR ITS AFFILIATES OR SUPPLIERS BE LIABLE FOR ANY LOSS OF USE, INTERRUPTION OF BUSINESS, LOST PROFITS, OR LOST DATA, OR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, EVEN IF JUNIPER NETWORKS OR ITS AFFILIATE OR SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, AND WHETHER OR NOT ANY REMEDY PROVIDED SHOULD FAIL OF ITS ESSENTIAL PURPOSE. THE TOTAL CUMULATIVE LIABILITY TO CUSTOMER, FROM ALL CAUSES OF ACTION AND ALL THEORIES OF LIABILITY, WILL BE LIMITED TO AND WILL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT PAID BY CUSTOMER. IN ADDITION, JUNIPER NETWORKS SHALL NOT BE LIABLE FOR CUSTOMER'S OR ANY THIRD PARTY'S SOFTWARE, FIRMWARE, INFORMATION, OR MEMORY DATA CONTAINED IN, SORTED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO JUNIPER NETWORKS, WHETHER UNDER WARRANTY OR NOT.

About Juniper	Resources	Community	Support	Follow Us
Investor Relations	How to Buy	Forums	Technical Documentation	
Press Releases	Partner Locator	Blogs	Knowledge Base (KB)	
Newsletters	Image Library	Junos Central	Software Downloads	
Juniper Offices	Video Templates	Social Media	Product Licensing	
Green Networking	Security Center	Developers	Contact Support	



Returns and Repairs

0 0 0 0

Product Warranty Information

Intermec warrants the hardware products to be free from defects in material and workmanship under normal use and service. Intermec's obligation under this warranty is limited to correcting the defect in the product or any part thereof which is defective in material or workmanship and which within one (1) year from the date of shipment to Buyer is returned to Intermec with transportation charges prepaid. Select products include an extended warranty period as identified in the Intermec Price Guide. Buyer must obtain a Return Material Authorization before the product may be returned. If Intermec determines the product failed due to defects in material or workmanship, Intermec shall repair or replace (at Intermec's option) the defective product free of charge.

Intermec's warranty for supplies, including spare parts, printheads, cutter assemblies, media, pre-printed labels and batteries is limited solely to free-of-charge replacement of such supplies within ninety (90) days of shipment to Buyer. Replacement shall be determined by Intermec wherein such supplies fail to meet applicable specifications and were purchased directly from Intermec for use with Intermec products and provided Buyer has complied with the handling, storage and shelf life requirements as specified by Intermec. Intermec shall have no responsibility whatsoever for consumable supplies purchased from any other source.

Intermec provides software on an "as is" basis only.

These warranties do not extend to any defect, fault, or accident, which is caused by improper or inadequate maintenance, installation or use by Buyer or its customers; Buyer's software, hardware or interfacing; modifications to the product(s) not authorized by Intermec; misuse or misapplication of the product(s) by Buyer or its customers; operation of the product(s) outside environmental or electrical specifications; gross negligence, accident, or disaster.

Intermec shall not warrant and hereby specifically disclaims any express or implied warranty with respect to coverage by Intermec RF (Radio Frequency) products unless Intermec has performed a site survey installed the RF products. Buyer releases Intermec from any and all liability related to coverage by the RF products if Intermec has not performed the described services.

Any representation or warranty made by any other person, including distributors, resellers, dealers, employees and representatives of Intermec, which are inconsistent or in conflict with or additive to the terms of this Warranty, shall not be binding on Intermec unless reduced to writing and approved in writing by an officer of Intermec.

THE ABOVE WARRANTIES ARE EXCLUSIVE OF, AND IN LIEU OF, ALL OTHER WARRANTIES, WRITTEN OR ORAL, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE. NO IMPLIED STATUTORY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SHALL APPLY. INTERMEC SHALL NOT BE LIABLE FOR ANY DAMAGES SUSTAINED BY BUYER ARISING FROM DELAY IN THE REPLACEMENT OR REPAIR OF PRODUCTS UNDER THE ABOVE WARRANTY.

Solutions For

- Industrial Goods
- Consumer Goods
- Field Service
- Transportation & Logistics
- Retail
- Public Sector
- Healthcare Providers

Products

- Intermec Products
- Honeywell Products
- Vocollect Products

Learn More

- Videos
- Events
- Case Studies
- White Papers

News and Alerts

- Email Subscriptions
- Press Releases

-  Realtime Blog
-  Developers Forum

Buy Now

- Find a Partner
- Contact Us

Support

- Support Portal
- Developer Center
- Downloads
- Manuals
- Feedback

About Intermec

- Corporate Information
- Career Opportunities

Resources

- Sitemap
- Privacy Statement
- Terms and Conditions

Support



**We Think Globally...
While Serving You Locally.**

X-IO's commitment to excellence takes us around the world.

>> [Click here for a Global Service Contact List](#)

Making and marketing enterprise storage technology with a five- to seven-year duty cycle, in-built storage media remanufacturing and recovery, and a zero-service-events design puts durability, reliability and availability first, in the minds of our employees and our customers, who expect us to put smart people and parts on the ground anywhere in the world that ISEs are operating. In data centers. On oil rigs. In concrete bunkers in the middle of nowhere.

And that's what X-IO Worldwide Service does: provide coordinated support, services, and training for the hardware, software, device drivers, operating systems, and applications that are qualified to work with X-IO's products and solutions.

Our service is consistently cited by our customers as part of the reason they're growing their investment in ISEs.

X-IO Field Engineering

X-IO Field Engineering provides quality service and support, focused on maintaining successful, long-term customer relationships. Field Engineering services include:

- Installation of X-IO solutions
- Post-sale support, including break-fix issue resolution
- Fee-based Field Services

X-IO Hardware Warranty and Maintenance

X-IO supports hardware, either through our

X-IO Support Center

The X-IO Support Center takes all calls, worldwide, for service and support issues involving products sold by X-IO.

The Support Center includes:

- Support for collaborative problem solving
- Online services, including support requests, KnowledgeBase, and user documentation
- A multimillion dollar dedicated ISE lab, for customer training

Parts Logistics

X-IO's Parts Logistics enables X-IO to position any part, anywhere ISE are installed, in an average of four hours if needed. Each of

Support

[Global Services](#)

[Customer Service Self portal](#)

[Customer Support Xone](#)

[Training and E-Learning](#)

Resources

[Warranty Datasheet](#)

[Global Services Datasheet](#)

[Customer Support Matrix](#)

How Can We Help?

Name*

Email*

Message*

0 of 400 max characters



standard time-of-purchase warranty, or — for our customers who want to leverage their ISE investment across a six- or seven-year duty cycle — as a maintenance extension after the warranty period expires.

Each ISE comes with a five-year hardware warranty, at no additional charge. For customers in the United States, the warranty period starts the day the unit is shipped, and for customers outside the United States, it starts sixty (60) days after the day the unit is shipped.

Hardware maintenance includes the following items:

- ActiveWatch (advanced real-time telemetry capture and “phone home” alerts and notification)
- Replacement of failed hardware components
- Failed component-related phone support

our strategic stocking locations is provisioned with an ample supply of critical ISE parts, and managed to meet the needs of customers exclusively within the stocking location’s region. Our logistics network includes:

- Centralized distribution, using a “hub & spoke” approach
- Primary hubs in Atlanta and Toronto with over 50 North American and 6 European parts stocking locations
- Dispatch by X-IO Support Center with next business day or 4-hour average delivery options
- Next business day or 4-hour delivery of critical components
- Next business day delivery of noncritical components.

Contact X-IO Headquarters

Toll Free Number
866.472.6764
Toll Number
+1.719.388.5500

Share on Social Media:



Products

ISE Storage Systems
ISE Software
Network Attached Storage

Solutions

Desktop Virtualization (VDI)
Server Virtualization
Online Transaction Processing
Data Warehousing
Big Data
Cloud Infrastructure

Markets

Financial Services
Manufacturing
Healthcare
Government
Retail
Education

Partners

Partners
Platinum Partners
eXcellence Partners
Technology Partners
Partner Portal

Company

About X-IO Technologies
Executive Team
Careers
Blog
Awards
Customers

News & Media

Blog
In The News
Press Releases
Document Library
Subscription Center

Corporate Headquarters

9950 Federal Drive, Suite 100
Colorado Springs, CO 80921
Tel: 719.388.5500



If you've been redirected from showroomdigitalmedia.deere.com, please call 312-929-1411 x

[System Overview](#) [How it Works](#) [Getting Started](#) [FAQ](#) [What's New?](#)

Getting Started



Pricing

VS Networks aims to provide a comprehensive digital system with pricing that includes hardware at-cost, programs, catalogs, features, content, and maintenance at an affordable monthly fee. For more information, please contact the **VS Networks Sales Team**:

Phone: 312-929-1411, Email: sales@vs-networks.com



Customized Install Plan

VS Networks tailors the system setup to maximize visibility based on showroom layout and customer browsing habits. Options for number of screens, screen sizes, mounts, and fixtures can accommodate dealership needs of any size. After a site survey to determine strategic placement options, dealers receive an installation proposal with suggested hardware, placement, and customizations for approval.



Installation

VS Networks offers full installation support to ensure that machines are properly set up and connected to the network. A detailed setup guide and phone support allow dealers to easily self-install our plug-and-play hardware. VS Networks also offers a professional service option for fast and stress-free installation.



Service & Maintenance

VS Networks delivers ongoing system support and maintenance over the life of our relationship. Each dealership has access to a dedicated VS Networks team member to provide system training, answer questions or offer tips, and act as a liaison with the creative team during the construction custom content. As part of system maintenance, VS Networks includes daily connectivity tracking 3-year product warranty on all system hardware, and IT support.



Frequently Asked Questions

Still have questions? No problem, we've taken the time to compile an FAQ section covering some the most common inquiries we get regarding setup and installation, network connection, hardware and more.

[Frequently Asked Questions](#)

Contact **VS Networks** at (312) 929-1411 or sales@vs-networks.com

Copyright © 2012 VSNetworks, LLC. All Rights Reserved

Product Warranty

Warranty Terms

Each of our manufactured products (a "Product") is warranted against defects in materials and workmanship for a period of one (1) year from the date of original purchase when used under normal conditions and consistent with applicable Product documentation, subject to the other terms in this Product Warranty.

Warranty Service

If we determine that the hardware components of a Product do not conform to this Product Warranty during the applicable warranty period we will, at our option, repair or replace the Product, or refund the original purchase price of the Product.

Return Materials Authorization (RMA) Process

To benefit from this Product Warranty, you must obtain an RMA during the warranty period. You will be responsible for delivering the Product to the designated RMA address, freight prepaid, for warranty service. We will pay the return freight for the Product using a service of our choice. You may request, and will be solely responsible for, payment of any shipping upgrades. Any Product shipped to us under an RMA, but which is not covered by this Product Warranty, will not be returned.

To obtain an RMA, please use our online RMA Request form, located at: <https://www.ubnt.com/support/rma>

You will be required to supply the following information: name, contact information, and shipping information; date of purchase of the Product (we may request a copy of the invoice as proof of purchase); problem description; MAC Address of the Product; and troubleshooting actions taken so far. By submitting an RMA Request, you confirm all terms in this Product Warranty.

Following warranty service, a repaired or replacement product may be returned to you as the Product was configured when originally purchased. You are responsible for all back-up, recovery and reinstallation of other software or data.



commercial value"; the total value of the commercial invoice cannot exceed \$10.00 USD. If these steps are not followed, the RMA Request will not be accepted or fulfilled. You are responsible for all applicable duties and customs charges for shipment of a Product to and from us.

Limitations of Warranty and Liability

This Product Warranty sets forth our sole and exclusive liability, and the sole and exclusive remedies available in relation to any non-conformity, defect or similar claim. This Product Warranty is provided only to the original purchaser of the Product. This Product Warranty does not, among other things, cover labor cost for removing and reinstalling a Product for repair, any consumable parts that are readily replaced in normal use, problems caused by normal wear and tear or otherwise due to the normal aging of the Product, or cosmetic damage. No representation or warranty is made with respect to services that may be delivered or made available in connection with a Product.

This Product Warranty does not apply to any Product that we determine has been, in any way: dis-assembled, modified or altered, other than by us or as authorized by us; painted, rebranded or physically modified; improperly installed or not used at all times in accordance with the applicable Product documentation; damaged due to improper cabling or installation; subjected to misuse, abuse, negligence, or abnormal physical, electromagnetic or electrical stress; damaged or impaired as a result of the use of third party hardware, firmware or software; or, has had its original Ubiquiti Networks MAC address label removed; or, has not been received by us within thirty (30) days of issuance of the RMA.

For a Product to be eligible under this Product Warranty, you shall: use only CAT5 (or above) cabling for all Ethernet cabling runs; use shielded Ethernet cabling for outdoor installations; follow indoor cabling requirements for indoor installations; operate the Product in accordance with the applicable Product documentation; use all software updates made available for your Product; comply with all applicable laws and regulations governing the installation and use of the Product; obtain all locally required authorizations, permits, and licenses; not export to, or use the Product in, any jurisdiction or for any person in a manner that would cause a violation of U.S. or other laws.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, NEITHER UBIQUITI NETWORKS NOR ANY OF ITS AFFILITATES ARE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE PURCHASE OR USE OF A PRODUCT, INCLUDING WITHOUT LIMITATION ANY LOST PROFITS OR LOST SAVINGS (INCLUDING



INTERRUPTION OF BUSINESS, COST OF COVER OR PROCUREMENT OF SUBSTITUTE GOODS), HOWEVER CAUSED, ARISING IN CONTRACT, TORT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. THIS PRODUCT WARRANTY AND REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER ORAL, WRITTEN, EXPRESS, STATUTORY OR IMPLIED. EXCEPT FOR ANY EXPRESS WARRANTIES SET FORTH HEREIN, UBIQUITI NETWORKS, ITS AFFILIATES, AND ITS AND THEIR SUPPLIERS, LICENSORS, SERVICE AND OTHER PROVIDERS HEREBY DISCLAIM AND MAKE NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, REPRESENTATIONS, GUARANTEES, OR WARRANTIES OF MERCHANTABILITY, ACCURACY, QUALITY OF SERVICE OR RESULTS, AVAILABILITY, SATISFACTORY QUALITY, LACK OF VIRUSES, LACK OF VULNERABILITY TO INTRUSION OR ATTACK, QUIET ENJOYMENT, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT AND ANY WARRANTIES ARISING FROM ANY COURSE OF DEALING, USAGE OR TRADE PRACTICE IN CONNECTION WITH SUCH PRODUCTS AND SERVICES. YOU ACKNOWLEDGE THAT NEITHER UBIQUITI NETWORKS NOR ITS THIRD PARTY PROVIDERS CONTROL YOUR EQUIPMENT OR THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE PRODUCTS AND SERVICES MAY BE SUBJECT TO LIMITATIONS, INTERRUPTIONS, DELAYS, CANCELLATIONS AND OTHER PROBLEMS INHERENT IN THE USE OF COMMUNICATIONS FACILITIES. UBIQUITI NETWORKS, ITS AFFILIATES AND ITS AND THEIR SUPPLIERS AND SERVICE AND OTHER PROVIDERS ARE NOT RESPONSIBLE FOR ANY INTERRUPTIONS, DELAYS, CANCELLATIONS, DELIVERY FAILURES, DATA LOSS, CONTENT CORRUPTION, PACKET LOSS, OR OTHER DAMAGE RESULTING FROM ANY OF THE FOREGOING. IF IMPLIED WARRANTIES CANNOT BE DISCLAIMED, THEN SUCH WARRANTIES ARE LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY OR AS OTHERWISE REQUIRED BY LAW. EXCEPT FOR THE WARRANTIES EXPLICITLY MADE TO YOU UNDER THIS PRODUCT WARRANTY, AND ANY OTHER WARRANTY REQUIRED BY APPLICABLE LAW, ALL PRODUCTS AND SERVICES ARE PROVIDED ON AN "AS IS" BASIS WITHOUT ANY WARRANTY WHATSOEVER. WE DO NOT WARRANT THAT THE OPERATION OF THE PRODUCT WILL BE ERROR FREE OR UNINTERRUPTED, OR THAT THE PRODUCT WILL CONFORM TO SPECIFICATIONS THAT ARE NOT DEFINED IN THIS PRODUCT WARRANTY. NO WARRANTY OR REMEDY SHALL APPLY OR BE AVAILABLE TO A PRODUCT FOR WHICH AN RMA HAS NOT BEEN REQUESTED DURING THE WARRANTY PERIOD. These limitations and disclaimers apply even if the express warranty may be deemed to fail of its essential purpose. No person is authorized to waive or modify the terms of this



to you. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to any transactions regarding the sale of the Product.

© 2015 Ubiquiti Networks, Inc. All rights reserved.

[Terms of Service](#) | [Privacy Policy](#)

COMPANY PROFILE

Introduction

En-Net is a full service IT solutions provider of computer hardware, software, networking equipment, cabling, infrastructure, supplies and maintenance services to public sector entities. En-Net's partnerships with industry leading manufacturers enable us to create turnkey solutions, have access to in depth resources and provide the technical capabilities required to deliver solutions that meet the exact specifications and IT budget for each customer.

En-Net is focused on providing Public Sector (US Federal, State and Local Governments and Education) Institutions with state-of-the-art solutions designed to enhance the security and efficiency of their information systems. En-Net offers complete hardware, software and cabling solutions, as well as full integration, installation and warranty services. En-Net has serviced and supported a vast array of accounts. Since En-Net primarily supports public sector accounts, we have a strong understanding of how the business cycle works for State and Local Government as well as K-12 and Higher Education customers.

Established in 1996, En-Net Services has built long term relationships by pursuing one common goal: Provide high quality products and services at exceptional value with unparalleled customer service. En-Net is a certified Maryland Small Business reserve with vehicles and/or subcontracting partnerships to meet all contracting requirements.

En-Net prides itself on ensuring that customers receive efficient and courteous assistance throughout the entire sales cycle from a dedicated account manager who can help assess existing infrastructures and recommend the best solution.

Experience

En-Net has spent 19 years servicing public sector customers and possesses the experience, infrastructure, resources, knowledge and capabilities necessary to support the requirements of this contract. En-Net currently holds multiple statewide sales and service contracts, a GSA Schedule and multiple Blanket Purchase Agreements (BPA's) for government agencies and defense contractors. A list of these contracts and basic descriptions include:

Maryland Department of Information Technology (DoIT), Commercial Off-the-Shelf Software 2012 (COTS 2012) Contract – This contract is a wholly encompassing software commodity contract. The contract includes over 180 software brands, products and associated services. En-Net is responsible for the entire sales process. The contract is available to all State agencies, local municipalities and education customers in the State of Maryland. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

Maryland Administrative Office of the Courts (AOC), Hardware and Associated Equipment and Services Contract – This contract is a wholly encompassing hardware commodity contract. The contract includes over 200 manufactures products and

associated services. En-Net is responsible for the entire sales process. The contract is available to all State agencies, local municipalities and education customers in the State of Maryland. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

Maryland Administrative Office of the Courts (AOC), Commercial Off-the-Shelf Software (COTS) Contract – This contract is a wholly encompassing software commodity contract. The contract includes over 180 software brands, products and associated services. En-Net is responsible for the entire sales process. The contract is available to all State agencies, local municipalities and education customers in the State of Maryland. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

City of Baltimore Hardware, Software and Related Equipment Contract – This contract is a wholly encompassing hardware and software commodity contract. The contract includes over 400 manufactures products and associated services. En-Net is responsible for the entire sales process. The contract is available to all local government and education customers in the State of Maryland. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

PEPPM 2015 –This contract is for twenty six (26) manufacturers and is issued through Central Susquehanna Intermediate Unit (CSIU) [PEPPM- PA], as well as twenty six (26) complementary awards from Kern County Superintendent of Schools (KCSOS) for the 2015 PEPPM – CA contract (California’s version of the same contract). The PEPPM contract is utilized by public schools, vocational/technical schools, approved private schools, intermediate units, non-public schools, charter schools, community colleges and public libraries. In addition, En-Net has approved and will allow usage of this contract, where permissible by statute, to four year colleges/universities, state and local governments and other non-profit agencies in all 50 States. En-Net’s extensive list of awarded manufacturers covers over 30,000 line items. En-Net was awarded the following product lines:

Absolute Software	Allied Telesis	B&B Electronics	Belkin
Copper Cables Direct	DMSI	Eaton Power	EIZO
Ergotron	Fujitsu - Computers	Fujitsu – Scanners	Imation
Iogear	Kanguru	Lantronix	Lumension
NetGear	NetIQ	Novell	Nutanix
Otter Box	Urban Armor Gear	Wasp	Webtrends
Zebra Technologies	Zero Cases		

En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

Western States Contracting Alliance (WSCA) – Fujitsu direct reseller. En-Net is a direct reseller in Alaska, Colorado, Delaware, Iowa, Kansas, Missouri, Montana, Nevada, New Jersey, New Mexico, South Dakota, Vermont, West Virginia and Wisconsin for Fujitsu.

As a direct reseller, En-Net is responsible for the entire sales process. Fujitsu products including file servers, desktop computers, notebooks and tablet PC's. The contract is available to state, local and educational customers in these states. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

Western States Contracting Alliance (WSCA) – Toshiba direct reseller. En-Net is a direct reseller in Delaware for Toshiba. As a direct reseller, En-Net is responsible for the entire sales process. Toshiba products include notebooks and netbooks. The contract is available to state, local and educational customers in Delaware. En-Net is tasked with marketing, quoting, purchasing, shipping / integrating, invoicing and supporting the above products.

General Services Administration Schedule 70 – En-Net holds its own GSA Schedule 70 contract. The contract number is GS-35F-0026J. En-Net is approved to sell Amtek Services, Axiom, Eaton, Lumension Software, Webtrends Software, Viewsonic, Xerox and Zebra Printers. In addition En-Net has GSA partnering agreements to sell Microsoft, Brocade, Belkin, APC Power, Cisco, HP, Lexmark, Acer, Kanguru Storage Devices, LG, Trend Micro, Toshiba, Ergotron, NEC, Fujitsu, Check Point, Red Hat, Panasonic, LifeSize, Seal Shield, Samsung, and Rimage, to name a few.

Blanket Purchasing Agreements (BPA) – En-Net has multiple BPA's. A list of BPA's and descriptions follows:

Maryland Administration Office of the Courts Small Purchases BPA – \$48,000 IDIQ BPA to provide hardware, software and peripherals, with a maximum threshold of \$2,000.00 per order – 2 additional renewal options.

Defense Contracting Management Agency (DCMA) – IDIQ to provide Brocade SAN equipment and custom installation services.

TSA – IDIQ to provide Toshiba Ultrabook's and associated equipment along with custom imaging and asset tagging/tracking services.

Maryland – MJUD Hardware/Software

FBI – BPA for all layer one passive cabling and infrastructure products.

Office of Naval Intelligence – IDIQ to provide numerous custom configurations of fiber cable.

Coast Guard – IDIQ to provide Xerox printers, warranties and related supplies.

DRS Defense Solutions (2 Separate Agreements) – IDIQ to provide any IT product or related services to include: Servers, Desktops, Notebooks, Networking Products, Storage, Printers, Accessories and Warranties.

Leidos, FNL (formerly SAIC) – IDIQ to provide any IT product or related services to include: Servers, Desktops, Notebooks, Networking Products, Storage, Printers, Accessories and Warranties.

Corporate Identity

Company Name	En-Net Services, LLC
Corporate Headquarters Address	712 N. East Street Frederick, MD 21701
Contract Point of Contact	Ed Floyd, SLED Account Manager
Email	efloyd@en-netservices.com
Phone	301-846-9901
FAX	301-846-9902
Website	www.en-netservices.com
FEIN	52-1977379
D&B Number	947383410
E-Rate SPIN#	143034194
Maryland Small Business Reserve	#SB12-7505 – Exp 12/30/2015
eMM Vendor ID Number	316105
Virginia SWaM Certification	626984 – Exp 9/11/2017
Pennsylvania DGS Small Business Certification #	342458-2014-05-SB – Exp 5/16/2015
Parent Company	None
Subsidiaries	None

En-Net is a Limited Liability Corporation in Maryland and is owned and operated by two partners. Brian Sheffer and Kyle Yost control 50% shares each.

Organization and Structure

En-Net has an organizational structure to properly service and support a contract of this magnitude. En-Net's sales, operational, and management resources as well as service and support resources will be fully leveraged to fulfill all the requirements of this contract. A brief description of the key organizational components and how they relate to the stated needs and requirements are provided below.

Sales Organization

A dedicated team of sales professionals are prepared to service and support the State of Maryland. This team consists of account managers, pre-sales and post-sales engineers, and administrative support staff along with project and contract managers, all of whom are focused on supporting educational clients. The account managers will work with clients to better understand each customer's unique requirements and will provide their personal support to each opportunity. In addition, the account managers will work tirelessly to provide value add services to the State of Maryland that include technology / product briefings, technical white papers, technology demonstrations, problem resolution, quoting and consultation, along with other contract related services and support. This field sales team is supported by an experienced team of pre-sales engineers, inside sales reps and administrators. This complete team will ensure that all State customers receive the best possible sales experience.

Technical Services Organization

En-Net's technical services organization is able to provide and deliver on all of the requirements of the contract. The En-Net Team has 24 x 7 Help Desk and Call Center, Field Service Engineers, Depot Repair Centers, and Project Services Teams, to support the State through this contract.

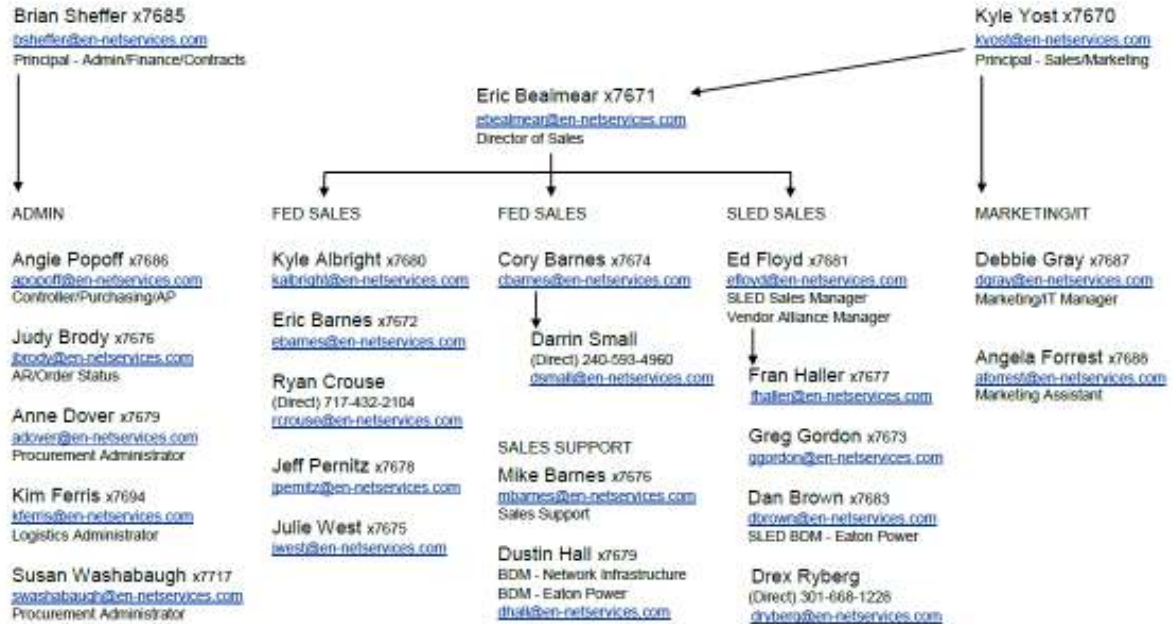
Operational Organization

En-Net's operational organization is a vital part of En-Net's core. This group is specifically responsible for ensuring that all products ordered by the customer are properly purchased and shipped within the contract terms and conditions. This group consists of experienced buyers and logistics coordinators who work closely with suppliers and manufacturers to ensure that all purchases are filled accurately and timely. The team monitors prices, product life cycles, back orders, replacement technologies, and product constraints. This group utilizes En-Net's proprietary Transaction Tracker (ETT) system to provide a seamless communication with En-Net's internal Sales Team, Technical Services organizations, and the customers.

En-Net's organizational chart is attached on the following pages.



712 N. East Street
 Frederick, Maryland 21701
 PH: 301.846.9901
 FX: 301.846.9902
www.en-netservices.com



Locations

En-Net's Frederick Facility

En-Net Services is headquartered in Frederick, Maryland. Located within En-Net's 10,000 square foot headquarters location is Sales, Telemarketing, Marketing, Operations and Executive Management. Currently En-Net manages numerous government and educational contracts at the local, regional and national level from this facility.

Regional Support

Through its relationships with major distribution providers such as Ingram Micro, Tech Data, Synnex and D & H, En-Net has access to warehousing locations throughout the region. A list of these warehouse locations includes:

Millington / Memphis TN	Atlanta, GA
Harrisburg / Johnstown, PA (2 Locations)	Swedesboro, NJ
Carol Stream / Chicago, IL	Suwanee, GA
South Bend, IN	

These warehouse's total over 3 million square feet of space. On average, standard ground shipping via common carrier is 1 day to anywhere in the State of Maryland. There are also warehouse locations in TX, CA and AZ that product would ship from if there is no stock in the above mentioned warehouses.

National Support

En-Net currently services and supports government, educational, and commercial customers nationwide. En-Net holds various Federal government BPAs and a GSA Schedule that requires En-Net to support federal civilian government agencies and the Department of Defense in all fifty states and overseas. En-Net also supports statewide contracts in AK, CA, CO, CT, DE, FL, IA, KS, MD, MO, NV, NJ, NM, NY, OH, SD, VA, VT, WV and WI.

Performance Standards & Methodology

At En-Net, internal performance standards drive the company. En-Net has developed performance standards for operational functions that impact productivity, contract compliances and customer satisfaction. These standards are continually reviewed and modified based on contracts and customer feedback.

Vital functions throughout the company are closely monitored and tracked. The process of tracking, reporting, trending, and analyzing performance data is a never-ending process.

Examples of some key operational functions and the methodology by which they are measured are described below:

Order Processing, Automated Alerts and Reporting

En-Net's ability to process orders timely and accurately is based on some of the following tools and procedures. ETT is En-Net's Transaction Tracker System. ETT is a database that closely tracks the status and movement of each order from the time it is first entered into our system until it has been invoiced. Every order being processed throughout the company can be tracked in this system.

The ETT system tracks issues to include; back order status, part numbers and ship to discrepancies, discontinued part numbers, and or orders requiring customer confirmation of replacement parts. The captured information is monitored and tracked by En-Net's operations group and they generate reports, alerts and escalations based on pre-defined performance standards. This system allows En-Net to be proactive in tracking its orders and letting customers know the true status of their orders.

Technical Services Call Tracking System and Automated Escalations

Every service call received is issued a unique service work order number from En-Net's web enabled tracking system. All calls are time stamped for tracking purposes. En-Net's call tracking system is monitored for SLA requirements and it generates reports, alerts and escalations based on pre-defined contract performance levels. Automated reports and alerts are sent out as required. Examples of some of the automated alerts and reports are as follows:

- Territory Service Turnaround Percentage Report
- Call Opened by Organization Report
- Work Orders Not Updated Report
- Calls Completed by Engineer Report
- Workload by Engineer and Customer

Authorized customers may initiate service calls over the web, via email, or simply dial into En-Net's help desk support line.

Performance Review

As part of its ongoing customer satisfaction survey effort, En-Net Services firmly believes that performance reviews with the customer should be conducted on a regular basis throughout the life of the contract. The review process allows both the customer and En-Net's management to measure the quality of performance in a quantifiable manner. This review process is certainly considered an integral part of managing a contract of this magnitude. En-Net's contract teams are constantly meeting with customers to review its performances.