

# Allied Telesis Assured Warranty **APAC**

## Allied Telesis Product Warranty

Allied Telesis offers protection for your purchase with our Assured Lifetime Warranty (effective October 1st, 2014) for all products purchased from Allied Telesis or an authorised Allied Telesis distributor.

To obtain access to software updates, customers require a current service contract that provides access to Software Support. For more information about service contracts, please [click here](#) or contact your local Allied Telesis representative.

From October 1st, 2014 Allied Telesis is providing customers across APAC with a One (1) year Net.Cover Basic service contract at no cost on xSeries products.\* To access your free One (1) year Net.Cover Basic service contract, register your product online.

\* Excludes SwitchBlade x3100 Series

### Allied Telesis Assured Warranty (effective across APAC from October 1st, 2014)

Allied Telesis 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 material and workmanship for the lifetime<sup>1,2,3</sup> of the Product. Lifetime of the Product means five (5) years from the date the Purchaser buys such product.

This warranty applies only to the original enduser purchaser and is non-transferable and covers only those defects which arise as a result of normal use of the hardware.

<sup>1</sup> Excludes pluggable optical modules, mounting hardware, cables, AC/DC power adapters, outdoor wireless antennas, and iMAP and iMG products which are provided with a one (1) year warranty

<sup>2</sup> Excludes SwitchBlade products which are provided with a five (5) year warranty on all hardware except power supply and fan modules which are provided with a one (1) year warranty

<sup>3</sup> Products resold by Allied Telesis under their own brand label are subject to the warranty conditions of the original manufacturer.

## Allied Telesis Assured Lifetime Warranty - Terms and Conditions

- ▶ The warranty period begins on the date of delivery of the equipment to the end user purchaser ("Purchaser").
- ▶ Allied Telesis warrants Allied Telesis hardware products against defect in materials and workmanship and that such products conform to their specifications.
- ▶ Allied Telesis does not warrant that the operation of Allied Telesis hardware products operation shall be uninterrupted or error free.
- ▶ Allied Telesis warranties do not apply to defects resulting from (a) improper use; (b) inadequate maintenance; (c) customer or third party supplied interfacing equipment, software or supplies; (d) unauthorised modifications; (e) improper user or operation outside the specifications of the product; (f) neglect, abuse, accident, loss or damage in transit; (g) improper installation or site preparation; (h) unauthorised maintenance or repair; (i) force majeure such as natural disaster, diastrophism, and flood.
- ▶ Allied Telesis provides a return to base warranty where the customer is responsible for the cost of returning the item under warranty to Allied Telesis. Allied Telesis will be responsible for the cost of returning the repaired or replacement item to the customer.

## Allied Telesis Assured Lifetime Warranty

- ▶ Allied Telesis may repair or replace Allied Telesis hardware products with either new products, repaired, or refurbished products, or Allied Telesis products with a similar or nearest equivalent specification when the original product is no longer available.
- ▶ Allied Telesis warrants to the initial end user purchaser ("Purchaser"), a repaired or replacement hardware product for 90 days, or the remainder of the warranty period of the original product, whichever is longer.
- ▶ In the event that the end user purchaser ("Purchaser") has a product that has been deemed by Allied Telesis to be at fault, Allied Telesis shall make all endeavours to repair said product and dispatch the repaired or replacement product, to the customer within a reasonable time.
- ▶ All products shipped back to Allied Telesis shall be pre-arranged with Allied Telesis and shall be clearly marked with a RMA (Return Materials Authorisation) Number provided to the customer by Allied Telesis.
- ▶ Products returned to Allied Telesis which are a) not clearly marked with an RMA number, b) not the product authorized to be return under said RMA number, or c) product returned that has not been issued with an RMA number, shall remain the property of the customer. Allied Telesis will attempt to contact the customer regarding their products, which will then be either a) returned to the customer at their expense, or b) disposed of after 60 days if the customer is not willing to arrange collection for the return shipment and handling costs of the goods, or if the customer cannot be contacted.
- ▶ Allied Telesis only provides a (5) year warranty on new products sales only. Sale of ex-demonstration product, or refurbished product shall carry a 1 (one) year warranty.
- ▶ Allied Telesis shall not be held responsible for any loss incurred by the customer, or Installer due to a hardware failure of an Allied Telesis product, nor due to any delay or late delivery of a replacement product.
- ▶ The terms and conditions of this warranty program in no way affects your statutory rights.



NETWORK SMARTER

**North America Headquarters** | 19800 North Creek Parkway | Suite 100 | Bothell | WA 98011 | USA | T: +1 800 424 4284 | F: +1 425 481 3895

**Asia-Pacific Headquarters** | 11 Tai Seng Link | Singapore | 534182 | T: +65 6383 3832 | F: +65 6383 3830

**EMEA & CSA Operations** | Incheonweg 7 | 1437 EK Rozenburg | The Netherlands | T: +31 20 7950020 | F: +31 20 7950021

[alliedtelesis.com](http://alliedtelesis.com)

© 2016 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.  
C613-08014-00 RevE