

Warranty Terms and Conditions **APAC**

ALLIED TELESIS ASSURED LIFETIME WARRANTY

- ▶ 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 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.