

Allied Telesis Warranty **APAC**

EFFECTIVE ACROSS NEW ZEALAND PRIOR TO SEPTEMBER 30TH, 2014

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

All products purchased from Allied Telesis or its authorized distributors are covered under the standard warranty. The standard warranty covers defects in materials and workmanship for the warranty period stated for the product from the date the purchaser buys such Product. Depending on the product type, standard warranty period can be one, three, five year or limited lifetime.

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

Terms and Conditions

- ▶ Allied Telesis warranties are applicable only to the initial end user purchaser ("Purchaser"). It is not transferrable to another Customer.
- ▶ 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. Allied Telesis warrants that Allied Telesis hardware 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) power surge, lightning strike, natural disaster, diastrophism, and flood.
- ▶ 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 not available or has been discontinued.
- ▶ Allied Telesis shall warrant 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 (or its approved agent) to be at fault, Allied Telesis shall make all endeavours to attempt to repair said product, or a replacement product, and dispatch the repaired or replacement product, to the Customer within a reasonable timescale.
- ▶ 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, given 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 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.
- ▶ If a returned product is out of warranty and is repairable, Allied Telesis will contact the end user purchaser ("Purchaser") with a quote.
- ▶ The terms and conditions of this warranty program in no way affects your statutory rights.