



24 Cross Street, Reading, RG1 1SN, England

PRO4NET WARRANTIES

Warranty Policy

Pro4net Ltd products are warranted to be free from manufacturing defects in materials and workmanship starting from the date of delivery. The actual warranty period of the product(s) depends on the product category.

In certain countries, warranties will be different due to manufacturer's policy or products.

Warranty Periods:

Products Category	Warranty Period
GBIC & SFP & X2,XFP, XENPACK, CWDM Original	3 Months
GBIC & SFP & X2,XFP, XENPACK, CWDM OEM	5 Years
Memories and Cable Original	1 Year
Memories and Cable OEM	5 Years
HARDWARE NEW	3 Months*
Refurbished Products	6 Months
IP Phones & AIRs, Voice and Interface modules	3 Months
NW products	10 Years

* New hardware will be covered by the original manufacturer's warranty, starting from 3 months depending on the vendor and product model. For Cisco hardware, we offer 90 days Cisco standard warranty. For Refurbished hardware Pro4net offers a standard 6-months warranty on all equipments. On request, we can extend warranties at extra cost, from 91 days to 10 years.

Service charges

Pro4net Ltd will charge for repairs of products whose warranty period has expired. Pro4net Ltd will also charge for repairs to products if the damage result environmental or atmospheric disturbances, or other external forces through misuse, abuse, or unauthorized alteration or repair. If charges will be incurred for a repair, Pro4net will send an "Invoice" that lists all charges and will wait for your approval before performing the repair.

Turnaround time for repair

The turnaround time for diagnosis, repair and return can vary from a few days to a few weeks. If we cannot repair a product, we will ship a replacement product.

A product will not be warranted in the following situations:

- The product has been found to be defective after the warranty period has expired.
- The product has been subjected to misuse, abuse, or unauthorized repair, whether by accident or other cause.
- The product has been updated, or improperly tested by the customer, or by a third party at the request of the Customer.
- Serial Number of the product shipped do not match with the serial No. Received by the client.

Extended Warranty

To be purchased to extend the original Vendors standard warranties:

- **6 Months => 4%** added on the value of the Purchasing Order
- **12 Months => 7%** added on the value of the Purchasing Order
- **18 Months => 10%** added on the value of the Purchasing Order
- **24 Months => 12%** added on the value of the Purchasing Order
- **36 Months => 15%** added on the value of the Purchasing Order
- **48 Months => 18%** added on the value of the Purchasing Order
- **60 Months => 20%** added on the value of the Purchasing Order
- **120 Months => 29%** added on the value of the Purchasing Order

Return of the goods:

Although Pro4net Ltd RMA record is very low (0.04% a year) should a problem develop during the warranty period, please follow the step-by-step procedures below for returning your product for warranty service. Please contact your Account Manager for the RMA form. RMA form can be e-mailed to you by your account manager or you can download RMA from our web link www.pro4net.com. Complete the form and return the form to us. Our financial department will issue an **RMA number**. In the RMA form it is very important to provide PC "**Show version**". This is a report that shows "error message", which gives the exact data that our technical department can understand and easily see the problem with the products. After recognizing faulty product we will provide you RMA shipping number then you will be able to send the faulty products to us. Product has to be without any damage. You will be informed about delivery time of the new product. Print out the RMA form and send it along with the defective item back to us. For any equipment, replacement product will not be sent out until Pro4net Ltd will confirm the faulty goods, after receiving them back. Any replacement advance products will be invoices as the original invoice.

Return Policy for working products:

If the Customer is not completely satisfied with its purchase of the goods that were sold from Pro4net Ltd existing stock, asking to return working parts back, Pro4net Ltd may at its discretion accept the return of the working goods in the same condition and packaging as they were received by the Customer within a max. of 30 days of delivery (depending on products) subject to a 20% restocking fee and subject to Pro4net Ltd's prior written consent and instructions.

Non-defective returns inside the 30 days window will be subject to a 20% restocking fee.

Goods that were not available in Pro4net's inventory at the time of the order are non-returnable. Hardware or Special orders are non-returnable. The Customer is responsible for any freight charges on all returns and deliveries.

Should you need any further questions please do not hesitate to contact your account manager.

Pro4net Ltd Refund period:

New and Refurbished hardware (incl. IP Phones, AIRs, Voice and Interface cards):

No refund if customer made the mistake. If the product is faulty, during the warranty period, we will replace it with the same one.

Transceivers:

30 days (if defective)- 7 days from the receipt with 20% restocking fee if customers fault;

Memories & Cables:

30 days (if defective)- 30 days from the receipt with 20% restocking fee (if customers fault)

Special order items:

No refund. Item may only be exchange for the exact item replacements if those items are defective.

Important: You must return the merchandise in its original packaging and box, if applicable. All hardware products may be returned if and only if those items are defective. These items are only available to exact-item replacements. Non-defective returns inside of the 30 days window will be subject to a 20% restocking fee. All returns must have an RMA number. Special order items may also be subject to a 10% cancellation fee on rare occasions. We reserve the right to decline service with anyone.

Contact us: Should you have any questions about Warranties, please E-mail info@pro4net.com