

Unwired Connect

Product Warranty Policy
March 2023



Unwired Connect Private Limited guarantees, in accordance with the conditions set out below, that its own brand products are covered by a guarantee for a period of 15 months (fifteen months) starting from the date of sale.

GENERAL WARRANTY CONDITIONS:

- The product warranty covers only failures due to material or manufacturing defects for 15 months (fifteen months) from the sale invoice date.
- The product warranty is to be considered direct to the customer to whom the invoice is made out.
- To take advantage of the guarantee, the communication must be notified via email to the following address: service@unwiredconnect.in, within 7 days from the discovery of the defect. After receiving the return authorization issued by Unwired Connect Private Limited, the faulty products must be returned for inspection. Returns of products without regular return authorization previously issued will not be accepted. If a defect covered by warranty emerges from the analysis of the fault, Unwired Connect Private Limited will, at its discretion, repair or replace the product free of charge or issue a credit note. Unwired Connect Private Limited reserves the right to charge any management, verification or transport costs for products that, following inspection, are not found to be defective or non-compliant

The warranty is valid if the following conditions are met:

- The products must be used in compliance with what is indicated in the technical specifications.
- Installation and commissioning must be performed by competent or qualified personnel.
- Payments are in order according to the agreed contractual deadlines.
- The warranty expires in the event of modifications or interventions on the product not previously authorized by the supplier.

The warranty does not apply to:

- Any physical damage (such as covers casing / connectors / PCB and Components) due to installation, removal or shipping of the defective product which remain the responsibility of the buyer.
- Faults on the product following unforeseen events or not directly attributable to Unwired Connect Private Limited such as using the device outside rated specifications.
- Any damage because of liquid ingress
- Any damage related to transport, for which it will be necessary to claim against the carrier.
- Samples or prototypes and products in development.
- Unwired Connect Private limited is solely responsible for the hardware, and any features and functions are the domain of the platform service provider and Unwired Connect will not be responsible for withdrawal of any platform or functions and features provided by the platform.

Note: Unwired Connect Private Limited is liable, regardless of the legal basis, only in accordance with the conditions of sale and supply defined at the time of granting the guarantee. Any other liability for any damage is excluded. Unwired Connect Private Limited cannot be subject to further claims other than this guarantee. Unwired Connect Private Limited reserves the right to change the terms of this warranty without prior notice