

Warranty Policy

General Terms & Warranty Period

Technity Solutions warrants its products against manufacturing defects in materials and workmanship starting from their date of shipping from Technity Solutions' warehousing facilities for a period of time as indicated below. The warranty period of products varies based on their product categories.

PRODUCT CATEGORY	PRODUCT LINE	WARRANTY PERIOD
GigaWire G.hn	GigaWire Coax Series	15 Months
	GigaWire Copper Series	15 Months
	GigaWire PoX Series	15 Months
GPON & XGS PON	OLT Series	15 Months
	ONT	15 Months
Wi-Fi Router	Portal, Portal X, OnBox Series	1 Year
EAP	SKS EAP Series	15 Months
Fiber Optic Tester & Tools	10Gb PON Power Meter	2 Years
	VFL	2 Years
	FTTx OTDR	2 Years
	Fiber Inspection	2 Years

The warranty period of peripherals and accessories is as follows:

PERIPHERALS/ACCESSORIES	WARRANTY PERIOD
Power Adapters	18 Months
SFP Modules	2 Years

Warranty Terms & Conditions

This warranty is limited to either the repair or replacement (at Technity Solutions' sole discretion) of the defective product during its warranty period.

If a product is found to be defective within 3 months of its shipping date from Technity Solutions, and if the said product was properly installed and used, the product can be considered defective on arrival (DOA) and the Customer may create a DOA request for Technity Solutions to provide expedited replacement service.

After 3 months from its shipping date from Technity Solutions, Customers must create an RMA request prior to sending the defective product to Technity Solutions for repair. Please refer to Technity Solutions' RMA Policy.

Customers agree to insure their product or assume the risk of loss or damage during transit, to prepay shipping charges, and to use the original shipping container or an equivalent when they ship their product to Technity Solutions for RMA process. Customers may either seek assistance from the original distributor, or from the local Technity Solutions Sales Office.

Customers shall be responsible for backing up their product configuration settings and data contained in internal storage (hard drives, flash drives, etc.) before sending their products for repair. Technity Solutions will not be responsible for loss of data or configuration settings stored in the product.

Repaired or replaced products are warrantied for 3 months from the date of repair or replacement, or for the remainder of the original product's warranty period, whichever is longer.

Unauthorized Returns

Technity Solutions will not accept products that are returned without a valid service request or items that are not Technity Solutions products. Such products will be shipped back at the Customer's own risk and expense. No refunds or exchanges will be offered.

Warranty Exclusions

This warranty does not cover:

- Products found to be defective after the warranty period has expired.
- Products subjected to misuse or abuse, whether by accident or other causes. Such product conditions will be determined by Technity Solutions at its sole and unfettered discretion.
- Products damaged due to a natural disaster, including but not limited to lightning, flooding, earthquake, or fire.
- Products modified in any way NOT described explicitly in the corresponding product's user manuals. (NOTE: The product's user manuals provide instructions for installing, configuring, and maintaining your Technity Solutions product. Please refer to the user manuals before installing or configuring the product.)
- Software products.
- Expendable items, such as a fuse.
- Products with an altered and/or damaged serial number.
- Loss of data or software.
- Products that have been updated, reworked, or improperly tested by the Customer, or by a third party at the request of the Customer.

- Customized and original design manufacturer (ODM) products. The warranty terms for customized and ODM products should be defined in the contract that governs the project.

Service Terms & Charges

Once the Customer agrees to a product inspection, Technity Solutions will inspect the product, send a quote for the total repair cost, and will wait for the Customer's approval.

If the Customer does not want Technity Solutions' repair service, Technity Solutions will either return the defective product to the Customer or scrap the product locally, based on the Customer's decision. If the product is out of warranty, the Customer will be responsible for the shipping costs.

Once the Customer authorizes Technity Solutions to repair the defective product, the total charges will be calculated as per the following table:

RMA PRODUCT		WITHIN WARRANTY*	OUTSIDE WARRANTY
Shipping Costs	To a Technity Solutions Service Center	Customer/Distributor	Customer/Distributor
	From a Technity Solutions Service Center to the Customer/Distributor	Covered by Technity Solutions	Customer/Distributor
Note: If the Customer does not want Technity Solutions' repair service, Technity Solutions will either return the defective product to the Customer or scrap the product locally, based on the Customer's decision.			
Inspection Fee		No Fee	Customer/Distributor
Repair Fees and Parts		No fee	Customer/Distributor

Note: Once the Customer agrees to a product inspection, Technity Solutions will inspect the product, send a quote for the total repair cost, and will wait for the Customer's approval. Technity Solutions will charge for repair of products where the warranty period has expired or have damage that is excluded from the warranty coverage.

* Products within the warranty period as specified in Technity Solutions' warranty policy and have not been excluded under any of the conditions specified in the Warranty Exclusions section.

Note:

If the warranty period of the returned product has expired, or the product within the warranty period is excluded from the warranty due to the reasons mentioned in the "Warranty Exclusion" section.

Technity Solutions reserves the right to repair products in due course based on spare parts and parts inventory.

If the customer agrees to Technity Solutions to conduct product inspections, Technity Solutions will charge an inspection fee. After that, Technity Solutions will send a proforma invoice via email, which details the total cost, including repair costs, parts and one-way transportation costs.

After receiving the email quotation, the customer can decide whether to use Technity Solutions' repair service. If the customer decides not to use Technity Solutions' repair services, the product will be returned to the customer in exchange for the cost of shipping the product back. Alternatively, customers can choose Technity Solutions to scrap products locally without paying additional fees.

Limitation of Liability

This warranty replaces any other express or implied, written or oral warranty. The liability of Technity Solutions arising from the production, sale or provision of products and their use, whether based on warranty, contract, negligence, product liability or other reasons, shall not exceed the original cost of the product. Technity Solutions shall not be liable for any accidental or consequential damages, including but not limited to loss of profit or use, and damages caused by product manufacturing, sales or supply.