



-W-A-R-R-A-N-T-Y-

**Terms and Conditions of Sale
Disclaimer of Warranty &
Limitations of Liability**

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Warranty

Preface

iNet Technologies. (Hereafter refers to as iNet) provides customers with warranty for a defined period after the delivery date. Please refer to the following details about warranty service clauses and related regulations to assure you our best guarantee.

1. Warranty:

1.1 Three (3) Days Refund:

- ◆ We stand behind our products. However, your satisfaction is our goal and we do realize that sometimes you may want to return equipment. You can return your equipment for any reason within 3 days of receipt.
- ◆ **We do not resell products as "new" which have been returned.** If you return a new product, a **30% charge** will be applied. Normally you will receive a refund including purchase amount and any applicable taxes minus shipping charges.
- ◆ Shipping charges and any duties incurred are not refundable under any circumstance.
- ◆ After 3 days, all product issues will be addressed by iNet's standard warranty.

1.2 Standard Warranty: iNet has been in pursuit of perfection that distributes excellent merchandise with outstanding designs, great materials and crafted manufacturing. We respectively grant a limited period of warranty from the date of delivery, based on product categories:

- ◆ **Mikrotik and Ubiquiti Routers and Switches:** are warranted for 6 months on both the main board and power supply_(included) after the delivery date.
- ◆ **All outdoor wireless products like Alfa Networks, Mikrotik, Ubiquiti and P&W:** are warranted for 3 months only.
- ◆ **Network Appliances iEi, STLab, Supermicro and AAEON:** are warranted for 12months (included) after the delivery date.
- ◆ **China network appliances J3xxx Series, 38xx, Series:** are warranted for 6 months (included) after the delivery date.
- ◆ A DOA (defect on arrival) will be subject for a total replacement. Please report the case immediately to iNet.
- ◆ Faulty board must be sent to iNet and iNet will send the same to the supplier/manufacturer for repair/replacement. Shipping charges is free (iNet's expense) both ways during warranty period.
- ◆ Please send faulty board to **iNet Technologies, 44B Philand Drive, Tandang Sora, Quezon City, Philippines.** Appropriate solutions will be rapidly reached.
- ◆ Items must be impeccable by appearance, without alteration, scratches and damaged marks. The board won't be accepted in case of customer's improper handling or misuse.
- ◆ Respective manufacturers reserves the right to repair or replace defective goods.

1.3 Post Warranty

- ◆ The sole warranty for all products sold by iNet after the warranty period, shall be the standard warranty as set forth by the manufacturer's warranty for each product.
- ◆ After iNet standard warranty, manufacturer's warranty will be applied. Customer will send the device to iNet and iNet will send the same to their respective manufacturer, shipping this time will be charged to customers both ways, and a minimal service fee will be charge as well.
- ◆ Please send faulty board to iNet Technologies, 44B Philand Drive, Tandang Sora, Quezon City, Philippines.

2. Warranty Service [items shipped]

- 2.1 If customers found out DOA (Defect-on-Arrival) when unpacking iNet shipment, then goods should be sent to Support department of iNet not less than 15 days after the delivery date. It is upon the discretion of iNet Support to confirm that the problems resulted actually from product itself; afterward, the replacement will be made as soon as possible.
- 2.2 Returned DOA items must be impeccable by appearance, without alteration, scratches and damaged marks. DOA won't be accepted in case of customer's improper handling or misuse, and provided that the hardware certainly has no problem in quality. In this case, customers will be asked for part of handling charges if it proves not the hardware problem.
- 2.3 For the items not in conformity with replacement regulations, regular repair procedure will be applied.

3. Exclusions:

3.1 iNet will be exempted from the liability for the product warranty under the following conditions:

- ◆ Software incompatibility and expired warranty
- ◆ Any removed, blemished or impaired warranty stickers
- ◆ Damage caused by accidents, misuse from any reasons, improper installation or unauthorized repair
- ◆ Damage caused by natural disaster, such as lightning strike, flood and earthquake

TERMS & CONDITIONS OF SALE

These Terms and Conditions of Sale (Terms & Conditions) apply to all sales of products (Products) by (iNet).

PROOF OF PURCHASE: Your INVOICE/OR/DELIVERY RECEIPT are your proof of purchase from iNet.

ACCEPTANCE:

Customers will be deemed to have accepted these Terms & Conditions by placing an order with iNet. iNet's acceptance of Customer's order is considered Customer's acceptance of these Terms & Conditions. These Terms and Conditions supersede any other agreement.

ORDER AND SHIPMENT:

iNet is not bound by any terms and conditions set forth by customer unless previously agreed to by iNet in writing. Unless otherwise agreed in writing, delivery will be made in accordance with iNet's delivery/shipping policy on the date of order.

All shipments of Products by iNet will be from iNet's Quezon City office. Insurance coverage, transportation costs and all other expenses applicable to shipment from iNet to the Customer's identified delivery place will be the responsibility of the Customer. Customer must notify iNet, by calling iNet within three (3) days after delivery of any claimed shortages or rejections. Failure to give such notice of a claim will be deemed an acceptance in full of any such delivery. Approval of any short shipment claim is in iNet's sole power and discretion. In the event that iNet grants a short shipment claim, iNet will replace the lost or damaged Product or issue a credit memo at its sole discretion.

OTHER TERMS AND CONDITIONS:

- 1) iNet reserves the right to change the terms and conditions of sales at iNet at any time.
- 2) No iNet employee or agent has the authority to vary any iNet policies or the terms and conditions governing any sale.
- 3) iNet is not responsible for typographical errors.
- 4) **pfSense, OPNSense, Untangle**, and any other open source OS are only used for testing purposes and are not included in any of this sale. End users are therefore free to choose and install his/her preferred OS. Compatibility is NOT at all iNets responsibility.

DISCLAIMER OF WARRANTIES AND LIMITATION OF LIABILITY

THE PRODUCT, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE), INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PRODUCT ARE PROVIDED BY US ON AN “AS IS” AND “AS AVAILABLE” BASIS, UNLESS OTHERWISE SPECIFIED IN WRITING. WE MAKE NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, AS TO THE OPERATION OF THE PRODUCTS, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PRODUCT, UNLESS OTHERWISE SPECIFIED IN WRITING. YOU EXPRESSLY AGREE THAT YOUR USE OF THE PRODUCTS IS AT YOUR SOLE RISK.

TO THE FULL EXTENT PERMISSIBLE BY APPLICABLE LAW, iNet, DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. iNet DO NOT WARRANT THAT THE PRODUCT, INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH THE PRODUCT, iNets SERVERS OR ELECTRONIC COMMUNICATIONS SENT FROM iNet ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. iNet WILL NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND ARISING FROM THE USE OF ANY PRODUCTS, OR FROM ANY INFORMATION, CONTENT, MATERIALS, PRODUCTS (INCLUDING SOFTWARE) INCLUDED ON OR OTHERWISE MADE AVAILABLE TO YOU THROUGH ANY PRODUCT, INCLUDING, BUT NOT LIMITED TO DIRECT, INDIRECT, INCIDENTAL, PUNITIVE, AND CONSEQUENTIAL DAMAGES, UNLESS OTHERWISE SPECIFIED IN WRITING. ***IN NO EVENT WILL iNet’s LIABILITY TO YOU EXCEED THE PURCHASE PRICE PAID FOR THE PRODUCT THAT IS THE BASIS OF THE CLAIM.***

Important Notice

This document is subject to changes without prior notice.