

EnGenius U.S.A. Warranty Service:

EnGenius Technologies, Inc., located at 1580 Scenic Ave, Costa Mesa, CA 92626, will provide warranty services for EnGenius high power products sold only by EnGenius Technologies, Inc. within the United States, U.S. territories and purchased directly from an EnGenius' Authorized Channel.

If you purchased your EnGenius' products from someone other than an Authorized Channel and require warranty service, please contact the original dealer from whom you purchased your products. You may also contact EnGenius Service Center in Costa Mesa, California. A service charge will be applied.

You will be charged for postage that may be incurred outside the normal repair costs under the specified warranty as described below. All shipments will be adequately returned.

A service charge will apply for repairs to your products without original proof of purchase, after your warranty has expired, or products sold through outside of U.S. Territories.

Limited Warranty: EnGenius warrants that the hardware portion of the EnGenius product described below ("Hardware") will be free from material defects in workmanship and materials under normal use from the date of original retail purchase of the product, for the period set forth below ("Warranty Period"), except as otherwise stated herein.

- **Hardware** (Mini-PCI cards, access points, client bridges, network adapters, card bus adapters, PCMCIA cards, routers, and hotspots): **One (1) Year**
- **Accessories** (PoE Injectors and antennas): **Thirty (30) Days**

For further details regarding EnGenius warranty policy, please contact EnGenius technical support at **888.735.7888**.

EnGenius makes no warranty or representation that its products will meet Customer's requirements or work in combination with any hardware or software products provided by third parties, that the operation of the EnGenius products will be uninterrupted or error free, or that all defects in the EnGenius products will be corrected. For any third party products listed in the EnGenius product documentation or specifications as being compatible, EnGenius will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by a "bug" or defect in the third party's product or from use of the EnGenius product not in accordance with EnGenius published specifications or user manual.

The customer's sole and exclusive remedy and the entire liability of EnGenius and its suppliers under this Limited Warranty will be, at EnGenius's option, to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner. Any repair or replacement will be rendered by EnGenius at an Authorized EnGenius Service Office. The replacement hardware need not be new or have an identical make, model or part. EnGenius may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that EnGenius reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or thirty (30) days, whichever is longer, and is subject to the same limitations and exclusions. All Hardware or part thereof that is replaced by EnGenius shall become the property of EnGenius upon replacement.

ENGENIUS PRODUCTS ARE PROVIDED BY ENGENIUS "AS IS". ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT WILL ENGENIUS HAVE ANY LIABILITY FOR ANY LOST PROFITS, LOSS OF DATA OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, OR FOR ANY SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES ARISING OUT OF THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, THOSE RESULTING FROM THE USE OF THE PRODUCTS, OR THE FAILURE OF THE PRODUCTS TO PERFORM, OR FOR ANY OTHER REASON.

Submitting A Claim:

- The customer shall return the product to the original purchase point based on its return policy. In case the return policy period has expired and the product is within warranty, the customer shall submit a claim to EnGenius as outlined below:
- The customer must submit with the product as part of the claim a written description of the Hardware defect or Software nonconformance in sufficient detail to allow EnGenius to confirm the same, along with proof of purchase of the product (such as a copy of the dated purchase invoice for the product).
- The customer must obtain an RMA Number from EnGenius Technical Support at 1-888-735-7888, who will attempt to assist the customer in resolving any suspected defects with the product. If the product is considered defective, the customer will be issued an RMA number.
- After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to ensure that it will not be damaged in transit, and the RMA number must be prominently marked on the outside of the package. Do not include any manuals or accessories in the shipping package. EnGenius will only replace the defective portion of the product and will not ship back any accessories.
- The customer is responsible for all in-bound shipping charges to EnGenius. No Cash on Delivery ("COD") is allowed. Products sent COD will either be rejected by EnGenius or become the property of EnGenius. Products shall be fully insured by the customer and shipped to **EnGenius Technologies, 1580 Scenic Ave., Costa Mesa, CA 92696**. EnGenius will not be held responsible for any packages that are lost in transit to EnGenius. The repaired or replaced packages will be shipped to the customer via UPS Ground or any common carrier selected by EnGenius. Expedited shipping is available upon request and provided shipping charges are prepaid by the customer.
- EnGenius may reject or return any product that is not packaged and shipped in strict compliance with the foregoing requirements, or for which an RMA number is not visible from the outside of the package. The product owner agrees to pay EnGenius's reasonable handling and return shipping charges for any product that is not packaged and shipped in accordance with the foregoing requirements, or that is determined by EnGenius not to be defective or non-conforming.

Non-Applicability of Warranty: The Limited Warranty provided herein by EnGenius does not cover: Products that, in EnGenius's judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic

damage; Any hardware, software, firmware or other products or services provided by anyone other than EnGenius; and Products that have been purchased from inventory clearance or liquidation sales or other sales in which EnGenius, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product. While necessary maintenance or repairs on your Product can be performed by any company, we recommend that you use only an Authorized EnGenius Service Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.