

Limited Warranty and RMA Policy

Article 1

Warranty Period

All products carry a warranty period of one (1) year from the date of delivery to the customer. Delivery date is officially documented based on tracking results from an authorized delivery courier. In the case of products installed by WISUITE employees, the warranty period will begin on the date installation completion forms are signed by the customer.

WISUITE offers a conditional warranty period on official WISUITE Central Control servers. All WISUITE servers are covered by a two (2) year manufacturer hardware warranty that includes next business day onsite service after problem diagnosis.

Article 2

Warranty Coverage

WISUITE warrants its products to be free from manufacturing defects in materials and workmanship under normal use for a period of one (1) year from the date of delivery to the customer, with the following exceptions: touchscreen displays and overlay components are covered for 90 days; batteries are not covered.

WISUITE shall not be liable to honor the terms of this warranty if the product has been used in any application other than that for which it was intended, or if it has been subjected to misuse, accidental damage, modification, or improper installation procedures. Furthermore, this warranty does not cover any product that has had the serial number altered, defaced, or removed.

This warranty shall be the sole and exclusive remedy to the original purchaser. In no event shall WISUITE be liable for incidental or consequential damages of any kind (property or economic damages inclusive) arising from the sale or use of this equipment. WISUITE is not liable for any claim made by a third party or made by the purchaser for a third party.

WISUITE shall, at its option, repair or replace any product found defective, without charge for parts or labor. Repaired or replaced equipment and parts supplied under this warranty shall be covered only by the unexpired portion of the warranty.

Except as expressly set forth in this warranty, WISUITE makes no other warranties, expressed or implied, nor authorizes any other party to offer any warranty, including any implied warranties of merchantability or fitness for a particular purpose. Any implied warranties that may be imposed by law are limited to the terms of this limited warranty. This warranty statement supersedes all previous warranties.

Article 3

Product Diagnosis, Repair and Test Procedures

Defective products may be diagnosed by WISUITE technical support staff, or self-diagnosed. For self-diagnosis, a detailed description of the problem, along with an official WISUITE serial number from the product and contact information must be emailed to RMA@WISUITE.com. Upon approval, an RMA number will be issued and the product must be sent to WISUITE's Warren, Michigan office for repair or replacement.

All items returned under an RMA will be repaired, or at WISUITE's discretion, replaced with either new or factory refurbished parts. If a warranty product is determined to be damaged or misused, it will be handled according to the out-of-warranty policy below. All repaired or replacement parts will have successfully passed the appropriate manufacturing quality assurance test procedures.

Article 4

RMA Out-of-Warranty

A product for which the warranty period has expired or which has been damaged or misused may be determined to be out-of-warranty (OOW). If the product has been determined OOW, the following guidelines are applied.

Repair or Replacement:

At WISUITE's discretion, an OOW product may be repaired with new or refurbished parts for a fee. Products that have been damaged or misused may be deemed non-repairable at WISUITE's discretion. OOW repaired or replaced items carry a 90-day warranty. All shipping costs for OOW repaired or replaced items are the responsibility of the customer.

Repair or Replacement Fees:

A \$15.00 non-refundable diagnostic fee per device is required to determine whether the product can be repaired. Customer will be provided a detailed quote of repair costs via email.

Article 5

RMA Processing

No merchandise may be returned for credit, exchange, or service without prior authorization from WISUITE. You must first obtain an RMA number from WISUITE. Please contact RMA@WISUITE.com for this request.

After receiving your RMA number, please complete the RMA form and fax to WISUITE at (877) 885-1710 or email to RMA@WISUITE.com.

A copy of the RMA form must accompany the actual return. Also be sure to clearly mark the RMA number on the outside of the box you are returning. Shipments arriving freight collect or without an RMA number shall be subject to refusal. RMA numbers are valid for 30 days.

For WISUITE products, if the defective product causes a major interruption in standard business, WISUITE Support should be contacted immediately. After attempted troubleshooting steps and supervisor approval, an ARMA (Advanced RMA) number will be assigned to the issue and a replacement product sent out within the next business day. The defective product must be returned to WISUITE in a timely matter, or charges will be incurred.

Article 6

Product Packaging

All products sent to WISUITE, whether in a RMA or ARMA order, are required to be packaged to standard shipping specifications for fragile products. Product(s) in question should be wrapped in bubble-wrap or similar material, and placed in a sturdy box with ample room for packing material (Styrofoam peanuts preferred). If there is evidence of damage in transit, WISUITE reserves the right to refuse repair or replacement of any product.

Article 7

Shipping Charges

Authorized returns must be shipped freight prepaid to WISUITE, 13201 Stephens Rd. Ste E, Warren, MI 48089 with the RMA clearly marked on the outside of all cartons. Shipments arriving freight collect or without an RMA shall be subject to refusal.

Return freight charges following repair of items under warranty shall be paid by WISUITE, shipping by standard ground carrier. In the event repairs are found to be non-warranty, return freight costs shall be paid by the purchaser

Article 8

Time Periods

WISUITE enforces strict time periods for the return of defective products. RMA numbers are valid for 30 days from the date of issue. After 30 days, the RMA order will be voided and any shipments received by WISUITE under that RMA number would be denied and returned to sender. If there are special circumstances, please contact the RMA email listed below.

Once WISUITE has received an RMA shipment, please allow two (2) business days before a product is shipped. Should the defective product be able to be repaired, please allow for an extra day of processing. Bulk RMA orders may require additional time to process. Repaired product will returned to the customer via standard ground carrier.

To inquire regarding the status of an RMA, please contact the RMA email listed below. Please include your RMA number in the subject line.

Article 9

Contact Information

All orders will be shipped from, and returned to, the same address listed below. If any issues occur please use the contact information listed below.

Customer Support

WiSuite Technical Support: 586-838-1046 x 207
Main Office Phone: 877-988-8878
Fax: 877-885-1710
RMA email: RMA@wisuite.com

RMA Shipping Address

WiSuite
Attn: RMA Department
RMA #: <Enter RMA Number>
13201 Stephens Rd., Suite E
Warren, MI 48089