

RMA Policy

(Return Merchandise Authorization)

Revision ID: 1.2 | December 2024



Wi-Fi



Switches



Gateways



Q-Services

POLICY DETAIL

Quantum Networks hereinafter referred to as Quantum, shall guarantee good quality and proper functioning of the purchased device if used in the manner appropriate for the purpose thereof, in accordance with the operation manual, and shall provide warranty services subject to the following conditions:

This Warranty covers the defects resulting from defective parts, materials, or manufacturing if such defects are revealed during the period of:

- o 36 months from the date of product activation for Indoor devices
- o 12 months from the date of product activation for Outdoor devices

The device is considered defective if it fails to perform the functions indicated in the operation manuals, technical specifications, or any other similar documents supplied with the equipment, and the failure is due to internal device characteristics.

The Warranty does not cover consumables or parts of limited regular functionality due to natural wear and tear.

The defects and damages revealed during the Warranty period shall be removed free of charge exclusively by the Quantum Networks Service Center as provided by Quantum Networks Support Center within 14 working days from the date of delivering the device to the service center.

Defects and Damage removal time could be extended in case replacement parts are to be imported outside the country of the service center or the defective or damaged device has to be shipped to another facility.

Warranty services will be provided under the following conditions:

- o Immediately and effectively notify Quantum about the determined device's defects and cease any use of it.
- o The serial number of the delivered defective device must match the serial number sold to the Customer along with RMA Number issued by Quantum Networks Support Center.
- o Please do not ship any accessories along with the device.
- o If it is necessary to ship the accessories, Quantum Networks Service Center should be notified in writing of any such accessories.
- o The delivered device should have intact production seals applied by Quantum Networks.
- o The device should be appropriately packaged during its loading, transportation, and unloading.

- o The shipment to the Quantum Networks Service Center must be arranged and paid for by the customer.

Quantum Networks reserves the right to charge the Warranty beneficiary with the costs of service, transportation, insurance, and customs clearance if the defect does not fall within the scope of this Warranty or the device has not been proven defective.

The Warranty does not cover:

- o Mechanical or electric damages resulting from incorrect installation, configuration, usage, or other activities inconsistent with the operation manual or contradictory to technical specifications attached to the device.
- o Damages caused by acts of God, floods, fires, lighting or other natural disasters, wars, unexpected events, inappropriate voltage, defective supply materials, or other external factors.
- o The device that has been tampered with by the Warranty beneficiary or any other person in any way, including reconfiguration, repair, willful constructional variations, modifications, and adjustments.
- o The device with serial numbers and/or the Quantum Networks® seals damaged or illegible.
- o The activities specified in the operation manual remain the sole responsibility of the Customer in his own capacity and at his own expense.
- o Defects resulting from the usage of improper or non-genuine supply materials.
- o Damages due to the user's fault or lack of knowledge.
- o The defective functioning of the device is caused by a conflict or incompatibility between software applications installed on the damaged device or on the equipment, in which the device permanently cooperates in accordance with the intended purpose of the device.

Repair or Replace?

Whether a faulty device is repaired or replaced depends on the following factors:

- **Defect on Arrival:** A device that fails within the first 15 days from the date of activation due to a product defect will be replaced with an identical, new product.
- **Warranty and other Coverage Claims:** Quantum Networks will repair or replace a product covered by a standard warranty. Replacement devices may be new or refurbished at Quantum Networks' discretion.

- **Next Business Day (NBD) Service:**

Quantum Networks offers an optional Next Business Day (NBD) service for eligible devices covered under this warranty. The details of the NBD service are as follows:

- **Replacement Dispatch:** A replacement device will be dispatched on the next business day after the RMA request is approved and all required information is verified.
- **Stock & Location:** This service is subject to stock availability and the customer's geographic location.
- **Return Policy:** The defective device must be returned to the Quantum Networks Service Centre within 7 working days of receiving the replacement. Failure to return the device within this period may result in charges for the replacement unit.
- **Shipping Costs:** Quantum Networks will cover the shipping costs for the replacement device. However, the customer is responsible for covering the shipping costs to return the defective device.

- **Paid Repairs:**

Quantum Networks will repair the device for a fee if the hardware issue is not covered by one of our Warranty programs. If possible, Quantum Networks will inform you of the likely cost before proceeding with the repair. In some cases, the repair cost cannot be determined until the device is physically inspected at the center. In such a situation, you may elect to have it repaired, or we will ship it back to you unrepaired.

Quantum Networks reserves the right to replace the defective device or its component with a free-of-defect equivalent thereof, provided that such equivalent ensures efficiency and functionality equal to or higher than the original device or component. The replaced defective device or components shall become the property of Quantum Networks.

Quantum Networks reserves the right to refuse to provide any Warranty services if it would result in a breach of applicable laws.

Quantum Networks shall not be held responsible for any failure in performance of the obligations as stipulated in this Warranty, whenever such failure is caused by a force majeure afflicting Quantum Networks. Force majeure means any event or circumstance beyond reasonable control of Quantum Networks which prevents Quantum Networks from performing the obligations stipulated in this Warranty, or results in the performance of the Warranty services that is inconsistent with the conditions stated herein, and which could not have been foreseen by the Quantum Networks acting with the professional accuracy at the moment of assuming obligations under this Warranty.

The rights granted by this Warranty shall not include the right of the Warranty beneficiary to claim any lost profits in connection with defects of the device. Quantum Networks shall not be held responsible for any material losses caused by the defective product.

The above terms are operative unless a separate RMA agreement is executed with Quantum Networks and the provisions thereof supersede the respective provisions mentioned herein.