



NetLink One-Year Limited Warranty Policy for REFURBISHED Equipment

Our one-year limited warranty policy is outlined below and covers the areas of DOA equipment (30-Day) and Warranty Repair-Replacements (One-Year Limited). Customers must contact NetLink for a Return Material Authorization (RMA) number prior to any product being returned. NetLink shipping will not receive equipment without an RMA Number. RMA equipment must be returned within 30 days of the RMA issuance. After 30 days, the RMA will be refused by our Receiving Department.

NetLink Refurbished equipment is tested by certified system engineers prior to shipment. We recommend that you contact NetLink System Engineering to discuss all technical issues on the equipment prior to any return; many times, this prevents equipment from being returned that is actually in good working order, but simply not configured or connected properly.

In the event of a DOA condition on NEW equipment, the DOA is subject to the manufacturer warranty. Please contact manufacturer for replacement. If you require assistance in contacting the manufacturer, please call NetLink Sales on 888-677-0712 or email solutions@netlinkweb.com

1. Refurbished or Re-Manufactured DOA Equipment.

DOA equipment will be replaced or refunded by NetLink when reported to NetLink within 30 days of shipment. It is incumbent upon NetLink customers to contact NetLink for any DOA situation to get an RMA number. NetLink Sales will report the DOA condition to System Engineering and a replacement unit will be sent to the customer using the same shipping method as the initial order (Ground, Next-Day Air, Two-Day Air, etc.).

Customer pays for the replacement unit + shipping using the same payment method as the initial order (credit card, terms, wire transfer, etc.). The credit/refund is not processed until the defective unit is received complete with cables/cords and in the original boxes/packaging, is tested and confirmed defective by NetLink System Engineering. If the equipment is indeed DOA, the customer will receive a credit for the replaced equipment and the shipping charges of the replacement so long as the return is the same method as the original order.

Customers may return the defective unit to NetLink via UPS/Ground. Any requests to expedite DOA replacements can be accommodated, and the expedited charges will be paid by the customer. If NetLink is unable to replace the DOA unit (availability), the customer will receive a full refund after System Engineering tests

the DOA unit and authorizes the refund. The System Engineer responsible for the testing will be available to discuss with the customer his/her findings. If System Engineering determines a No Trouble Found (NTF) condition, the customer will be charged a 15% restocking fee and will not receive credit for freight. The unit in question will not be returned to the customer, but put back into NetLink's stock. The customer will receive a credit equal to the difference between the replacement charges and the restocking fee + freight.

2. **Warranty/Repair-Replacements.**

Again, all refurbished equipment is tested by certified system engineers prior to shipment. If a unit fails after installation and routine operation, customers are encouraged to contact NetLink System Engineering for assistance in problem determination prior to any return.

If a unit fails after installation, but within ONE-YEAR of purchase date, NetLink will repair or replace the unit within 30-Days under the following Conditions:

A. Customer Receives RMA from NetLink and Returns the Unit (complete) to NetLink for testing.

B. System Engineering tests unit and authorizes repair/replacement. If System Engineering tests unit and identifies a No Trouble Found (NTF) condition, the unit will be returned to the customer within 30 days of equipment receipt at NetLink and the customer agrees to pay the return shipping charges plus \$100.00 per unit testing fee. The System Engineer responsible for the testing will be available to discuss with the customer his/her findings.

C. Overnight replacements for equipment under this limited warranty can be accommodated (based on availability) if the customer pays for the replacement unit and the expedited shipping. Credit for the replaced unit (not the expedite charges) will be issued only after the defective unit is received, tested and authorized by NetLink System Engineering.

In the case of overnight replacements, if the returned unit is then determined by NetLink System Engineering to be an NTF condition, the customer will be charged a 15% restocking fee and will not receive credit for freight. The unit in question will not be returned to the customer, but put back into NetLink stock. The customer will receive a credit on the original unit, equal to the difference between the amount paid for the overnight replacement and the restocking fee + freight.

D. If NetLink is unable to repair/replace a defective unit as determined solely by NetLink within the one-year warranty, then the customer will receive a complete refund of the original purchase price, excluding freight.

Also See NetLink's ['Risk-Free Refurb'](#) Offer.