

## **OEM: RMA Policy**

### Warranty for Preinstalled WiFiRanger Products

Revised October 2017

#### Introduction

OEM stands for “Original Equipment Manufacturer”, which means that your unit was pre-installed by a first-rate manufacturer. All preinstalled WiFiRanger products are backed and assured with this RMA policy. We support our products, satisfaction guaranteed, to allow our esteemed OEM customers quick turn around times and peace of mind. Products that are under warranty and that are out-of-warranty are treated with the utmost care and fidelity as we stand behind our products. Instead of lagging behind in a growing digital age, the WiFiRanger RMA team will repair or replace your equipment in question for continued use and enjoyment.

#### **Warranty Restrictions**

WiFiRanger does not cover damages incurred by Acts of God, Misuse, or Abuse. Furthermore, damage caused due to overhangs or trees that strike the product will not be covered under warranty. Even if a product is within the warranty period, but has suffered damage due to such causes, repairs will be considered out-of-warranty, and will cost according to the fees outlined later in this policy.

## Matched RV Warranty

Your WiFiRanger product warranty will correlate to the initial purchase date of your Recreational Vehicle. If you can show proof of your warranty with the OEM, then we will be able to support the repair of your pre-installed WiFiRanger product. For example, if your RV manufacturer gives you a two-year warranty, then we will stand by that warranty period.

## Hardware Related Issues

If a piece of equipment becomes inoperable under normal use and is within the warranty period, we will replace the WiFiRanger equipment through our RMA process. If the product is no longer in production, then a replacement of equal or greater performance will be provided as a substitute to the user. If equipment becomes unusable through Acts of God, Misuse, or Abuse, then a charge will be applied to the customer.

## Firmware Related Issues

Equipment can warrant an RMA if it becomes inoperable due to firmware issues that can not be resolved in any way by the end-user. Such problems can stem from (but are not limited to) improper configurations, failure to boot to firmware, or failure to communicate with the hardware. If a WiFiRanger is deemed unusable due to these types of issues, and the product is within warranty, then we will replace the WiFiRanger with equipment of equal or greater performance. If equipment becomes unusable due to a customer improperly configuring the WiFiRanger, then the customer will be subject to a fee to compensate for repairs and shipping.

## Out-of-Warranty Repairs

Repair Costs	Router	Assembly	Cable	Antenna
<b>Core</b>	\$80			
<b>GoAC</b>	\$200			
<b>Sky2</b>	\$80 (antenna included)	\$30 (Case)	\$15	
<b>Sky3</b>	\$80 (antenna included)	\$30 (Case)	\$15	
<b>SkyPro</b>	\$100	\$30 (Case)	\$15	\$25
<b>Elite</b>	\$180	Conversion*	\$15	\$50
<b>Elite FM</b>	\$180	\$50 (Bracket)	\$15	\$50
<b>EliteAC</b>	\$200	Conversion*	\$15	\$50
<b>EliteAC FM</b>	\$200	\$50 (Bracket)	\$15	\$50

*Additional parts or miscellaneous supplies may be required for repair*

\*Conversion to FM (Flat-Mount) with Flex-guard version for \$70 + shipping is available

### 90-day Certified Warranty

This guarantees that all products repaired or replaced under the WiFiRanger RMA team are backed for 90 days after the repair had been issued. Within the 90 days, any failures under normal and recommended use will be treated the same as a product under warranty (regardless of warranty status).

## Shipping for In-Warranty

If the WiFiRanger product fails under normal use and has to be replaced, then we will exchange the unit with a comparable substitution. For expediency, if the customer's product is deemed unusable, the support agent can request a cross-shipment to have the original product shipped back to our facilities. A replacement will be shipped out to the customer with a label inside the package that will allow the customer to ship the product back. The customer will not be charged except for the shipping costs of sending the failed product back. Generally, cross-shipments are utilized for firmware related issues.

## Shipping for Out-of-Warranty

If the WiFiRanger product fails while out-of-warranty, the customer will pay to ship the product back to the WiFiRanger facility. This also applies to shipping the replacement or repaired product out to the customer. UPS is typically used for In-State shipping while USPS is used for general delivery or Out-of-State. Refer to the chart below for pricing.

<b>Return Shipping Costs</b>	Cost to Customer	Country
<b>UPS Ground</b>	<b>\$15</b>	United States
<b>UPS 2 Day Air</b>	<b>\$30</b>	United States
<b>USPS Priority</b>	<b>\$30</b>	International
<b>USPS Priority Express</b>	<b>\$50</b>	International

**All fees to ship product to WiFiRanger are to be paid for by customer**