

AFTERMARKET RMA POLICY



REVISED FEBRUARY 2020

▼ INTRODUCTION ▼

WiFiRanger backs their products with a generous policy that provides superb support for dated products that have been discontinued. Products that are under warranty receive excellent treatment at no cost while even dated products that are out-of-warranty can receive the same treatment for reasonable rates. Rather than being left with inoperable product, have WiFiRanger repair or replace the equipment for continued use and enjoyment.

▼ DISCLAIMERS ▼

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.

Replacement & Repair Costs

Any price listed within this warranty policy is subject to change. Quotes for replacements/repairs you receive from WiFiRanger may vary depending on the condition of your product(s).

▼ GUARANTEES ▼

30-day Satisfaction Guarantee

Allows you to return the product(s) in as-delivered condition within 30 days of purchase for a no-questions-asked, purchase-price refund (excludes any shipping charges).

1-year Functionality Guarantee

The 1-year Functionality Guarantee allows you to have peace of mind, knowing that we back our product(s) as advertised. Should you experience a problem with the functionality of our product(s) that we have advertised to be working, we will have our support team troubleshoot until it is evident that a solution is not available, at which point, you may opt to return the product(s) for a purchase-price refund.

▼ PRODUCT WARRANTIES ▼

Standard

1-year Warranty

Protects our product(s) against failure under normal/recommended use for a full year after purchase. Should our product(s) fail within a year after purchase, we will replace the failed hardware through our RMA process. If the same product is no longer available to replace failed equipment, then a replacement of equal or greater performance will be substituted.

Premium

5-year Titanium Warranty

The WiFiRanger Mobile/Marine Titanium (discontinued July 2013) is backed by a 5-year Warranty that protects against failure under normal/recommended use for a full five years after purchase. Should the product fail within five years after purchase, we will replace the failed hardware through our RMA process. If the same product is no longer available to replace failed equipment, then a replacement of equal or greater performance will be substituted.

Lifetime MobileTi Warranty

The WiFiRanger MobileTi (discontinued January 2015 and end-of-life March 2017) was backed by a Lifetime Warranty that protected against failure under normal/recommended use. As of March 2017, the product is no longer under warranty. Any repairs would need to be paid for by customer, and parts will be subject to the market availability.

3-year Elite / EliteAC Warranty

The WiFiRanger Elite (released February 2015) and EliteAC (released November 2016) are backed by a 3-year Warranty that protects against failure under normal/recommended use for 3-years after the purchase of the product. Should the product fail after purchase and within the product's continuance, we will replace the failed hardware through our RMA process. If the same product is no longer available to replace failed equipment, then a replacement of equal or greater performance will be substituted.

2-year Everest Warranty

This warranty protects against failure under normal/recommended use for 2-years after the purchase of the product (including any paired indoor Converge router). Should the product fail within 2 years after purchase and within the product's continuance, WiFiRanger will replace the failed hardware through our RMA process. If the same product is no longer available to replace failed equipment; then a replacement of equal or greater value or performance will be substituted (the replacement will be decided by WiFiRanger). Shipping fees required to ship product(s) back to WiFiRanger are paid for by the customer.

▼ RMA SHIPPING ▼

RETURN SHIPPING COSTS

	Country	Cost to Customer
UPS Ground	United States	<i>Calculated by Shipping Address</i>
UPS 3 Day Select	United States	
UPS 2 Day Air	United States	
UPS 1 Day Air	United States	
USPS Priority	North America (excluding Mexico)	
USPS Priority Express	North America (excluding Mexico)	

All fees to ship the product into WiFiRanger are paid for by customer

▼ OUT-OF-WARRANTY REPAIRS ▼

WiFiRanger offers reasonable pricing for repair of products that are no longer under warranty. There is an assessment fee of **\$25** for all out-of-warranty RMAs. This charge is non-refundable.

REPAIR COSTS

	Router	Assembly	Cable	Antenna
WiFiRanger Core	\$125			
WiFiRanger GoAC	\$300			
WiFiRanger SkyPro	\$200	\$75	\$15	\$10 each
WiFiRanger EliteAC	\$200	Conversion*	\$15	\$50
WiFiRanger EliteAC FM	\$200	\$100	\$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

▼ REPAIR GUARANTEE ▼

90-day Certified Warranty

Guarantees all products repaired or replaced under the WiFiRanger RMA team are backed for 90 days after the repair. Within 90 days, any failures under normal and recommended use will be treated the same as new products which are under warranty. Purchasing replacements and parts from the above table may be refurbished or like-new condition. If no refurbished equipment is available, customer may need to purchase new product.

▼ END OF LIFE PRODUCTS ▼

These are products which are no longer supported or repaired due to their age and unavailability of suitable parts / replacements:

PRODUCT	Date of End of Life
WFRBoost Mobile	May 2016
WFRBoost Fixed	May 2016
WiFiRanger Go	May 2016
WiFiRanger Home	May 2016
WiFiRanger Marine	May 2016
WiFiRanger Mobile	May 2016
WiFiRanger Mobile ^{TI}	May 2016
WiFiRanger X	May 2016
WiFiRanger Elite	TBD
WiFiRanger Elite FM	TBD
WiFiRanger Go2	TBD
WiFiRanger IR2	TBD
WiFiRanger Marine2	TBD
WiFiRanger Mini	TBD
WiFiRanger Sky	TBD
WiFiRanger Sky2	TBD
WiFiRanger Sky3	TBD