



REVISED SEPTEMBER 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.

OEM stands for “Original Equipment Manufacturer” which refers to Recreational Vehicle makers. Within this context, the OEM is the builder of your RV and they pre-installed WiFiRanger product(s) on your vehicle. All OEM pre-installed WiFiRanger products are backed and assured with this OEM RMA Policy.

▼ 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).

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 customer improperly configuring the WiFiRanger, then the customer will be subject to a fee to compensate for repairs and shipping.

▼ GUARANTEES ▼

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 under warranty. For example, if your RV manufacturer gives you a two-year warranty, then we will stand by that warranty period. Replacements or repairs covered under warranty terms within this timeframe would be handled at no repair cost to you.

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 other warranty statuses).

▼ 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(s)
WiFiRanger Core	\$80			
WiFiRanger GoAC	\$200			
WiFiRanger Sky2	\$80	\$30 (Case)	\$15	Included w/ Router
WiFiRanger Sky3	\$80	\$30 (Case)	\$15	Included w/ Router
WiFiRanger Sky4	\$80	\$30 (Case)	\$15	Included w/ Router
WiFiRanger SkyPro	\$100	\$30 (Case)	\$15	\$25 (two)
WiFiRanger Elite	\$180	Conversion*	\$15	\$50
WiFiRanger Elite FM	\$180	\$50 (Bracket)	\$15	\$50
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

▼ RMA SHIPPING ▼

Shipping for In-Warranty RMA

If the WiFiRanger product fails under normal use and has to be replaced, then the most cost-effective and appropriate shipping arrangement will be decided upon by WiFiRanger staff. Typically, a replacement will be shipped out to the customer with a return shipping label inside the package. This allows the customer to ship the product back. Some issues do not warrant sending the failed hardware back to WiFiRanger.

Under rare situations, WiFiRanger staff may opt for a more expedient shipping arrangement such as a cross-shipment. The support agent can request a cross-shipment in order to have the original product shipped back to our facilities by the customer while a replacement is concurrently shipped out to the customer. Cross-shipments are generally only utilized for firmware related issues or under urgent circumstances.

In any of the above situations, the customer will not be charged except for the shipping costs of sending the failed product back to WiFiRanger if necessary.

Shipping for Out-of-Warranty

If the WiFiRanger product fails while out-of-warranty, the customer will pay for all RMA-related shipping charges both to and from the WiFiRanger facility. These charges are calculated based on the shipping method selected and the ship to and from addresses.

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