

Swift Sensors

Warranty and Returns

Revision 2.4

Effective Date: 2021-12-01



Overview

This document describes the warranty and return information for Hardware Products purchased by Swift Sensors' Customers and Certified Partners. Products that have been purchased second hand or re-used are NOT warranted by Swift Sensors.

1. WARRANTY for Purchased Products

1.1 Gateway Replacement

Swift Sensors will indefinitely replace or repair any Swift Sensors Gateway provided (1) the account is in good standing and fully paid up, (2) all of Swift Sensors customary and commercial requirements are met, (3) the equipment has not been tampered with, has been properly cared for, and has been maintained according Swift Sensors guidelines, (4) the equipment has been installed, operated and maintained in accordance with instructions supplied by Swift Sensors and standard practice, and has not been subjected to abnormal physical or electrical stress, misuse, negligence or to an accident. Swift Sensors makes no warranty about the timeliness of the replacement unless the Swift Sensors Rapid Replacement Service has been purchased for the end user account.

1.2 Hardware Warranty

Swift Sensors warrants that its sensor hardware products will be free from defects in materials and/or workmanship for a period of two (2) years from the date of shipment (the "Warranty Period"). There is no warranty for Swift Sensors sensor products after the Warranty Period unless Swift Sensors Rapid Replacement has been purchased. Swift Sensors does not warrant third-party hardware. Warranty for 3rd party products must be obtained from the original manufacturer. The limited warranty extends only the original buyer of the Swift Sensors product and is non-transferable.

1.3 Limitation of Remedies

Swift Sensors will either repair or replace, at Swift Sensors option, any non-conforming Swift Sensors hardware product, provided that (i) Swift Sensors is promptly notified in writing upon discovery (and within the applicable Warranty Period) by Partner or Customer that the Swift Sensors hardware failed to conform to the specification, (ii) such Swift Sensors Gateway product is returned to Swift Sensors (FOB Swift Sensors' factory or warehouse) or Swift Sensors Distributor, and (iii) Swift Sensors examination of such Swift Sensors hardware indicates that the alleged non-conformities exist and were not caused by accident, misuse, neglect, alteration, improper installation, unauthorized repair or improper testing, (iv) the hardware was not sample, beta or alpha hardware, (v) the hardware was not provided free of charge. Note that the warranty does not include cross shipping of replacement equipment by default.

1.4 Condition of Returns

Authorization instructions and an RMA number for the return of any affected Swift Sensors product must be obtained in writing from Swift Sensors or Swift Sensors Distributor prior to returning goods. The Swift Sensors product must be returned with complete identification, freight prepaid, and in accordance with Swift Sensors instructions (see below). The RMA number should be clearly written on the shipping return and also included inside the packaging. In no event will Swift Sensors be responsible for goods returned without proper authorization or goods improperly packaged. We strongly recommend using the original packaging or equivalent.

2. HARDWARE REPLACEMENTS

- 2.1 Swift Sensors will repair or replace any failing hardware covered under warranty with new or reconditioned hardware at Swift Sensors discretion. In connection with replacement services, Swift Sensors may at its discretion modify the hardware of the product at no cost to improve its reliability or performance or substitute similar or equivalent hardware.
- 2.2 The warranty period is not extended if Swift Sensors repairs or replaces a warranted product or any parts of the product.
- 2.3 Replacement or repaired hardware is shipped to the Partner/Customer freight prepaid using ground shipping. If faster shipping service is requested, the Partner/Customer will be charged the cost of expedited shipping.

3. OUT OF WARRANTY HARDWARE

- 3.1 Hardware Products that are out of warranty can be returned to Swift Sensors for repair. Cost and time of repairs will be quoted prior to the return.
- 3.2 Partner/Customer will be charged for shipping costs for all out of warranty replacements when they are shipped. Expedited shipping is available, however, Partner/Customer must bear the cost.
- 3.3 Products can be upgraded to include Swift Sensors Rapid Replacement with a one-year retro payment with special approval, however, all products on the end user account will need to be upgraded. Once the account is upgraded to Swift Sensors Rapid Replacement all products in the account will be covered under the new Swift Sensors Rapid Replacement service.

4. CROSS SHIPPING OF ADVANCE REPLACEMENT

- 4.1 Under special circumstances Swift Sensors may ship replacement products before receiving the hardware needing repairs. The Swift Sensors Rapid Replacement and Swift Sensors Gateway Concierge Replacement products include this service at no charge. If Partner or Customer fail to return the replaced hardware within 30 days, Swift Sensors will charge the full list price of all hardware shipped. Partner or Customer must agree to these terms when the replacement product is shipped from Swift Sensors.
- 4.2 Customers who have Swift Sensors Rapid Replacement or Swift Sensors Gateway Concierge Replacement will always receive advanced replacement cross shipping via overnight shipping. However, they will be charged full list price if the replaced product is not returned within 30 days.
- 4.3 In certain regions the replacement services will be provided by Swift Sensors Distributors or Partners.

5. RETURNS FOR CREDIT ON ACCOUNT

- 5.1 Within 30 days
Hardware purchased from Swift Sensors may be returned within 30 days from the date of shipment for a credit on account of the purchase price paid, less shipping and handling, provided the product undamaged. Swift Sensors must receive returned equipment from customer within 7 days of receiving the RMA.
- 5.2 After 30 days
Hardware purchased from Swift Sensors (including bundled software/hardware appliances) may be returned after 30 days from the date of shipment for a credit on account of the purchase price, less shipping and handling and restocking fees (15%) provided that the product is still in its original packaging, unused and undamaged.
- 5.3 Any product returned to Swift Sensors without prior authorization (an RMA number) from Swift Sensors will be considered an unauthorized return, and the customer will not receive credit for the product and Swift Sensors will not ship the product back to the customer.

6. HOW TO SHIP PRODUCT TO SWIFT SENSORS

6.1 Obtain an Authorization

Before returning any product, you must contact Swift Sensors (or Swift Sensors Distributor in certain regions) to obtain a Returned Material Authorization (RMA) or Repair Authorization (RA) number. To obtain an authorization, contact Swift Sensors Technical Support or your Distributor for assistance.

6.2 Package the Products Correctly

Return the products in their original packaging or appropriate substitute packaging along with any media, documentation, and any items that were included in your original shipment. Ship the products at your expense, and insure the shipment or accept the risk of loss or damage during shipment. Swift Sensors is not responsible for products which are improperly packaged and suffer damage in transit.

6.3 Include the Authorization Number

All products returned to Swift Sensors must have the RMA number clearly marked on the shipping label to ensure proper receipt and to obtain credit for the returned product. All products should include a RMA number inside the package as well.

6.4 Shipping

Please ship to the following addresses based on region or contact Swift Sensors Distributor for the shipping address in your country:

NORTH AMERICA

ATTN: RMA No. XXXX

Swift Sensors, Inc. 4611 Bee Cave Rd. Suite 214 Austin, TX 78746 USA

7. HOW TO CONTACT TECHNICAL SUPPORT FOR RMA

Email: support@swiftsensors.com

Web: www.swiftsensors.com/support/

Phone: +1 512-256-7552