

ADENA LIMITED

WARRANTY POLICY

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Applicable Region

This warranty policy is applicable to customers of ADENA Limited worldwide. For the purpose of this document, the customer is called the Buyer and ADENA Limited is called the Seller.

Applicable Products

Warranty applies to all products purchased from the Seller.

Warranty

The Limited Warranty is at the sole discretion of the Seller. Warranty period starts from the day specified on the Commercial Invoice issued by the Seller. The Seller will warrant the products to the original Buyer and process DOA/RMA claims during the Warranty Period. The total warranty period for a product is defined by its purchasing price. Products can be purchased with 14 months, 24 months, and 36 months warranty periods. Unless specified otherwise, all products come with the standard 14 months Limited Warranty. Warranty cannot be purchased after the product is sold.

If the Seller repairs or replaces the product, the repaired or replaced product shall continue to be warranted for the remaining time of the original warranty period or for three (3) months from the date of repair or replacement, whichever is longer.

Exclusion

This Limited Warranty applies only to the original hardware components of the product and does not apply to any software or other equipment. The Seller reserves the authority to determine whether the defective product should be repaired or not.

This warranty does not cover replacement of products damaged by abuse, accident, misuse, neglect, alteration, disaster, improper installation, improper testing, and also does not apply to any products that have been repaired by anyone other than the Seller and/or those products that had their warranty seal broken.

DOA/RMA Definition

DOA (Dead On Arrival): Unit that is reported to the Seller within sixty (60) days from the date specified on the Commercial Invoice and is suspected to not function correctly by the Seller after remote testing procedures.

RMA (Return Merchandise Authorization): Unit that is reported to the Seller at least sixty (60) days after the date specified on the Commercial Invoice but still within its warranty period and is suspected by the Seller to not function correctly after remote testing procedures.

Warranty service procedure

The Buyer must contact the Seller, describe the issue, and provide evidence, e.g. a video recording of the issue. Buyer must assist the Seller with performing the required diagnostics and troubleshooting procedures before the product's DOA/RMA status can be confirmed. Once the status is confirmed, the Seller will issue a DOA/RMA number and proceed with the warranty service. Exact steps depend on whether the product is considered as DOA or RMA. In DOA cases, the Seller will collect the DOA product via shipping service, inspect it, and send a replacement product if the product's DOA status is definitively ascertained. In RMA cases, the Buyer must organize shipment of the RMA product to the Seller, which, upon receiving the product, will inspect it. If the RMA status is definitively ascertained, the Seller will repair it and ship it back.

Any products returned to the Seller without complying to the DOA/RMA process and not accompanied by the shipping instructions confirmed by the Seller can result in shipment rejection and may be returned without repairs. All related expenses from this will be charged to the Buyer.

Duty of cost

Depending on the status of the product, costs are borne by different parties:

DOA:

1. Shipping cost from the Buyer to the Seller: Covered by the Seller.
2. Shipping cost from the Seller to the Buyer: Covered by the Seller.
3. Inspection fee: Covered by the Seller.
4. Product replacement: Covered by the Seller.

If inspection shows that the DOA product was damaged by abuse, accident, misuse, neglect, alteration, disaster, improper installation, improper testing, or was repaired by anyone other than the Seller and/or had their warranty seal broken, then the product will not be treated as DOA and all related costs, including the shipping cost from the Buyer to the Seller, will be charged to the Buyer.

RMA: Within Warranty Period

1. Shipping cost from the Buyer to the Seller: Covered by the Buyer.

If the Buyer sends to an incorrect address, the Buyer should collect and resend the RMA products to the correct address. The Seller is not responsible for the RMA items which were sent to an incorrect address.

2. Shipping cost from the Seller to the Buyer: Covered by the Seller.
3. Inspection fee: Covered by the Seller.
4. Repairing fee: Covered by the Seller.

If inspection shows that the RMA product was damaged by abuse, accident, misuse, neglect, alteration, disaster, improper installation, improper testing, or was repaired by anyone other than the Seller and/or had their warranty seal broken, then the product will not be treated as RMA and all related costs will be charged to the Buyer.

RMA: Out Of Warranty Period

1. Shipping cost from the Buyer to the Seller: Covered by the Buyer.
2. Shipping cost from the Seller to the Buyer: Covered by the Buyer.
3. Inspection fee: Covered by the Buyer.
4. Repairing fee: Covered by the Buyer.

After the RMA product is received by the Seller, the Seller will estimate the Inspection and Repairing fees. The Buyer can accept or reject to fix the product at quoted price. If the Buyer prefers not to fix the product, the Seller will return the original item to the applicant without repairs at the Buyer's cost. The Seller reserves the right to fix the products or replace them with functional goods.