



Warranty policy for the SUNDRAY'S Networking Product

Version:-TL202001

This is to inform all, Global Brand Pvt. Ltd. Hereby decaled **1** years warranty policy all SUNDRAY'S Networking Product.

Warranty:

GBPL has been in pursuit of perfection that always distributes excellent products with outstanding designing, great Materials & crafted manufacturing product from well renowned Brand. We respectively grant a limited period of free service since the date of delivery, based on product categories.

Limited Warranty:-A Limited Warranty is offered on SUNDRAY'S products. This Limited Warranty does not cover any software applications or programs; non-SUNDRAY's products or non-SUNDRAY's branded peripherals

During the Limited Warranty Period, SUNDRAY's will, at its sole discretion, repair or replace any defective component. All spare-parts or module removed under this Limited Warranty become the property of SUNDRAY's.

Exclusions from this Limited Warranty Service: SUNDRAY's does not guarantee uninterrupted or error-free operation of this product. Any technical or other support provided for the product under warranty, such as assistance via telephone with "how-to" questions and those regarding product setup and information, being provided without warranties of any kind. The warranty only covers failures or malfunctions occurred in normal use conditions during the warranty period, as well as for any material or workmanship defect.

The warranty will not apply if

- ❖ The expired warranty.
- ❖ Damage caused to this Product(s) by you or any non-authorized third party.
- ❖ Any removed, blemished or impaired warranty stickers.
- ❖ the damage is caused by accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, or the abnormal use conditions;
- ❖ the damage is caused by an external electrical fault or any accident;
- ❖ the damage from use outside of the operation or storage parameters or environment detailed in the User's Manual;
- ❖ The damage is caused from the using of parts not manufactured or sold by SUNDRAV'S .
- ❖ damage is caused from third party software or from virus(es);
- ❖ The software loss or data loss that may occur during repair or replacement.
- ❖ Damage caused by natural disaster, such as lightning strike, flood & earthquake.
- ❖ Any kind of Burn case which is caused by overload or Electrical overvoltage /High voltage.
- ❖ Any kind of broken part.
- ❖ Product has been repaired or taken apart by unauthorized technicians.

GBPL RMA Standard Procedure

- ✓ The applicant needs to give a full of description about defects as much as possible, and avoid ambiguous or inappropriate phrases, such as “DEAD”, “Don’t work”. Specific description will be helpful to reduce the possibility of repair delay & decrease customer’s loss.
- ✓ When returning defective goods, serial number is needed. Please clearly indicate your necessary documents like model name, serial number, and GBPL purchase invoice no & date. Otherwise, GBPL does not bear any responsibilities.

- ✓ Products which no longer manufactured by company but still under warranty can be claimed for warranty-In the event that the product is not repairable, an attempt to replace the product with an equivalent specification or adjust with new model price.
- ✓ Service product related Information will provide to the customer regular basic. Here one of our dedicate executive will assign. After complete the problem we will deliver the mention product.

Returning a Product to your Purchase Site or Global brand Private Limited Service Provider during the warranty period does not automatically mean that it will be repaired free of charge. Upon receiving your product, the Service Centre reserves the right to check the validity of your warranty and your request for warranty service.

Neither SUNDRAY's , SUNDRAY's Authorized Service Provider, Global brand, Global brand service center nor any reseller are responsible for any of your confidential, proprietary or personal information contained in the product which you return to SUNDRAY's or SUNDRAY's Authorized Service Provider for any reason. You should remove all such information from the product prior to its return.

SUNDRAY's or SUNDRAY's Authorized Service Provider or Global brand Private Limited is not responsible for damage or loss of any personal data, programs, or removable storage media. SUNDRAY's is not responsible for the restoration or reinstallation of any data or programs other than software installed by SUNDRAY's when the product was manufactured.

Authorized Signature



Aktharun Nabi Mazumdar
AGM, RMA & Service