

## **RMA Policy and Procedures**

### **Hardware:**

D-Link warrants each of its hardware products to be free from defects in workmanship and materials under normal use and service for a period commencing on the date of purchase from D-Link and extending for the length of time stipulated by the D-Link Branch Office nearest to the place of purchase. When products become obsolete the warrantee will void one (1) year from End-Of-Life notice, depending on product, as published by D-Link Africa at;

<http://www.d-link.co.za/support/pdf/>

For units not listed, please contact the nearest D-Link Africa office for more information.

This Warranty is only applicable to the first and/or original owner of the product and is not transferable. A list of D-Link offices is provided in the product documentation, together with a copy of the Registration Card. Online Warranty Registration is also available at;

<https://register.dlink.com/WebLogin.aspx> .

If the product proves defective within the applicable warranty period, D-Link will provide repair or replacement of the product within a reasonable period of time. For guaranteed replacement times a separate contract should be negotiated with D-Link or their channel partners. D-Link shall have the sole discretion whether to repair or replace, and replacement product may be new or reconditioned. Replacement product shall be of equivalent or better specifications, relative to the defective product, but need not be identical. Any product or part repaired by D-Link pursuant to this warranty shall have a warranty period of not less than 90 days, from date of such repair, irrespective of any earlier expiration of original warranty period. When D-Link provides replacement or credit, then the defective product becomes the property of D-Link.

### **DOA (Dead-On-Arrival):**

#### Definition:

Any product that does not power up or function properly, has non-informed bug/defect or workmanship defect when received from shipment within 10 working days.

#### Policies:

- Any defective product must first be tested by either D-Link's assigned technician or Distributor's Front counter engineer before returning to D-Link Africa. DOA products shall be treated like all other RMA. A proper fault report has to be attached to the product when sending to D-Link Africa.
- Upon receiving a DOA item D-Link will issue a temporary credit note number (DAF-CR) as reference for time being until the Credit note is completed.

### **RMA (Returned Material Authorization)**

#### Definition:

Any product that does not power up or function properly after a diagnostics test and troubleshooting has been done by the Front counter engineer or D-Link Technician. The problem has been identified or isolated but still exists, product to be returned to D-Link Africa for repair /replacement / credit note.

**Policies:**

- 5 Working days to send an updated status of the batch (in PDF format), stating whether items will receive credit, is replaced or repaired, is required when a RMA batch is received by D-Link.
- When D-Link receives large quantities in a batch from the Distributor, it may take more than 5 working days but D-Link will inform the Distributor on what the duration will be if this should ever happen.
- D-Link shall never be responsible for any software, firmware, information, or memory data of Purchaser contained in, stored on, or integrated with any product returned to D-Link pursuant to this warranty.
- D-Link's sole obligation shall be to repair or replace the defective Hardware at no charge to the Distributor if product is still covered by our warranty.
- D-Link Africa will repair, replace or Credit the faulty item after testing.
- A test report (Annex C) should be attached to the faulty item when returned to D-Link. If an item is not accompanied by a fault report or a proper fault description, it may be rejected and shipped back to Distributor at Distributor's expense. D-Link reserves the right in such a case to levy a reasonable handling charge in addition to mailing or shipping costs.
- Such repairs or replacement will be rendered at the D-Link Africa Office. The replacement Hardware need not be new or of an identical model or part; D-Link may in its discretion replace the defective Hardware with any reconditioned product that D-Link reasonably determines substantially equivalent or superior in all material respects to the defective Hardware. If D-Link has stock in Buffer an item will first be replaced. If an item was repaired by a D-Link technician the item will be returned stating "Repaired".
- If a material defect is incapable of correction, or if D-Link determines in its discretion that it is not practical to repair or can't replace the defective Hardware, a credit note will be issued to the Distributor. All Hardware shall then become the property of D-Link upon replacement or credit. If D-Link doesn't have stock available a temporary credit note number will be supplied (DAF-CR). A final credit note will be sent to the relevant distributor within 14 working days.
- Repaired / Replace or No fault Found Items will be returned back to the Distributor in the same condition as they were received by D-Link.
- Once a batch is ready for collection, an e-mail will be sent to the relevant parties at the Distributor.
- The Distributor to provide updated contact list

**Out of Warranty products:**

The limited warranty provided by D-Link does not cover:

- Products that have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; damage that occurs in shipment, due to act of God, failures due to power surge; and any hardware, software, firmware or other products or services provided by anyone other than D-Link Africa engineers and/or approved technicians will be classified as out of warranty products.

**Out of Service:**

D-Link Africa will provide a best effort RMA service to any EOL product as per attachments (Annex A).

## Annex A

Subject to the terms and conditions set forth herein, D-Link Systems, Inc. ("D-Link") provides this Limited Warranty:

- Only to the person or entity that originally purchased the product from D-Link or its authorized reseller or distributor, and
- Only for products purchased and delivered within South Africa.

**Limited Lifetime Warranty:** D-Link warrants that the hardware portion of the D-Link product described below ("Hardware") will be free from material defects in workmanship and materials under normal use from the date of original retail purchase until D-Link stops manufacturing the product. An additional **ONE (1)** year warranty will be applicable from discontinue date announcement ("Limited Lifetime"), except as otherwise stated and confirmed by D-Link.

PRODUCT CATEGORY	WARRANTY PERIOD
<b>BROADBAND</b> <ul style="list-style-type: none"> <li>• ADSL Modems &amp; Routers</li> <li>• Cable Modems</li> <li>• VDSL Modems &amp; Routers</li> <li>• GPON &amp; GEPON ONU &amp; OLT Devices</li> <li>• VoIP Phone Adapters, Routers &amp; Gateways</li> <li>• IP Phones</li> <li>• IP PBX</li> <li>• Broadband Routers</li> <li>• VPN Routers</li> </ul>	Three (3) Year Warranty
<b>MOBILE COMMUNICATION</b> <ul style="list-style-type: none"> <li>• 3G/4G Mobile Adapters, Routers &amp; IAD's</li> <li>• LTE Mobile Adapters, Routers &amp; IAD's</li> </ul>	Three (3) Year Warranty
<b>MULTIMEDIA</b> <ul style="list-style-type: none"> <li>• Network Media Players</li> </ul>	Three (3) Year Warranty
<b>NETWORK SECURITY</b> <ul style="list-style-type: none"> <li>• IPS Firewalls</li> <li>• UTM Firewalls</li> </ul>	Limited Lifetime Warranty
<b>PERIPHERAL SHARING</b> <ul style="list-style-type: none"> <li>• KVM Switches</li> <li>• Print Servers</li> </ul>	Three (3) Year Warranty
<b>POWERLINE</b> <ul style="list-style-type: none"> <li>• Powerline Adapters</li> </ul>	Three (3) Year Warranty
<b>STORAGE</b> <ul style="list-style-type: none"> <li>• Network Attached Storage Devices</li> <li>• Storage Area Networks Devices</li> </ul>	Three (3) Year Warranty
<b>SURVEILLANCE</b> <ul style="list-style-type: none"> <li>• Internet Cameras</li> <li>• Internet Camera Accessories</li> </ul>	Three (3) Year Warranty
<b>WIRED ETHERNET</b> <ul style="list-style-type: none"> <li>• Ethernet Adapters</li> <li>• Transceivers</li> <li>• Media Converters</li> <li>• PoE Adapters</li> <li>• Unmanaged Switches</li> <li>• Light Managed Switches</li> <li>• WebSmart Switches</li> </ul>	Three (3) Year Warranty
<b>WIRED ETHERNET (MANAGED)</b> <ul style="list-style-type: none"> <li>• L2 &amp; L3 Managed Switches</li> <li>• Unified Wired/Wireless Switches</li> <li>• Chassis Switches</li> </ul>	Limited Lifetime Warranty
<b>WIRELESS NETWORKING</b> <ul style="list-style-type: none"> <li>• Wireless Adapters</li> <li>• Wireless Access Points</li> <li>• Antennas</li> <li>• Antenna Cable Kits</li> <li>• Antenna Assemblies</li> </ul>	Three (3) Year Warranty
<b>COMPONENTS</b> <ul style="list-style-type: none"> <li>• Internal and External Power Supplies</li> <li>• Fans</li> <li>• Accessories</li> </ul>	One (1) Year Warranty

The customer's sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link's option, to repair or replace the defective Hardware during the Warranty Period at no charge to the original owner or to refund the actual purchase price paid. Any repair or replacement will be rendered by D-Link at an Authorized D-Link Service Office. The replacement hardware need not be new or have an identical make, model or part.

D-Link may, at its option, replace the defective Hardware or any part thereof with any reconditioned product that D-Link reasonably determines is substantially equivalent (or superior) in all material respects to the defective Hardware. Repaired or replacement hardware will be warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer, and is subject to the same limitations and exclusions. If a material defect is incapable of correction, or if D-Link determines that it is not practical to repair or replace the defective Hardware, the actual price paid by the original purchaser for the defective Hardware will be refunded by D-Link upon return to D-Link of the defective Hardware. All Hardware or part thereof that is replaced by D-Link, or for which the purchase price is refunded, shall become the property of D-Link upon replacement or refund.

**Limited Software Warranty:** D-Link warrants that the software portion of the product ("Software") will substantially conform to D-Link's then current functional specifications for the Software, as set forth in the applicable documentation, from the date of original retail purchase of the Software for a period of ninety (90) days ("Software Warranty Period"), provided that the Software is properly installed on approved hardware and operated as contemplated in its documentation.

D-Link further warrants that, during the Software Warranty Period, the magnetic media on which D-Link delivers the Software will be free of physical defects. The customer's sole and exclusive remedy and the entire liability of D-Link and its suppliers under this Limited Warranty will be, at D-Link's option, to replace the non-conforming Software (or defective media) with software that substantially conforms to D-Link's functional specifications for the Software or to refund the portion of the actual purchase price paid that is attributable to the Software. Except as otherwise agreed by D-Link in writing, the replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link for the Software. Replacement Software will be warranted for the remainder of the original Warranty Period and is subject to the same limitations and exclusions. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee for the non-conforming Software will be refunded by D-Link; provided that the nonconforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates

**Non-Applicability of Warranty:** The Limited Warranty provided hereunder for Hardware and Software portions of D-Link's products will not be applied to and does not cover any refurbished product and any product purchased through the inventory clearance or liquidation sale or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product and in that case, the product is being sold "As-Is" without any warranty whatsoever including, without limitation, the Limited Warranty as described herein, notwithstanding anything stated herein to the contrary.

**What Is Not Covered:** The Limited Warranty provided herein by D-Link does not cover: Products that, in D-Link's judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; Initial installation, installation and removal of the product for repair, and shipping costs; Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; Any hardware, software, firmware or other products or services provided by anyone other than D-Link; and Products that have been purchased from inventory clearance or liquidation sales or other sales in which D-Link, the sellers, or the liquidators expressly disclaim their warranty obligation pertaining to the product. While necessary maintenance or repairs on your Product can be performed by any company, we recommend that you use only an Authorized D-Link Service Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.

**Disclaimer of Other Warranties:** EXCEPT FOR THE LIMITED WARRANTY SPECIFIED HEREIN, THE PRODUCT IS PROVIDED "AS-IS" WITHOUT ANY WARRANTY OF ANY KIND WHATSOEVER INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON INFRINGEMENT. IF ANY IMPLIED WARRANTY CANNOT BE DISCLAIMED IN ANY TERRITORY WHERE A PRODUCT IS SOLD, THE DURATION OF SUCH IMPLIED WARRANTY SHALL BE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE. EXCEPT AS EXPRESSLY COVERED UNDER THE LIMITED WARRANTY PROVIDED HEREIN, THE ENTIRE RISK AS TO THE QUALITY, SELECTION AND PERFORMANCE OF THE PRODUCT IS WITH THE PURCHASER OF THE PRODUCT.

**Limitation of Liability:** TO THE MAXIMUM EXTENT PERMITTED BY LAW, D-LINK IS NOT LIABLE UNDER ANY CONTRACT, NEGLIGENCE, STRICT LIABILITY OR OTHER LEGAL OR EQUITABLE THEORY FOR ANY LOSS OF USE OF THE PRODUCT, INCONVENIENCE OR DAMAGES OF ANY CHARACTER, WHETHER DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF GOODWILL, LOSS OF REVENUE OR PROFIT, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, FAILURE OF OTHER EQUIPMENT OR COMPUTER PROGRAMS TO WHICH D-LINK'S PRODUCT IS CONNECTED WITH, LOSS OF INFORMATION OR DATA CONTAINED IN, STORED ON, OR INTEGRATED WITH ANY PRODUCT RETURNED TO D-LINK FOR WARRANTY SERVICE) RESULTING FROM THE USE OF THE PRODUCT, RELATING TO WARRANTY SERVICE, OR ARISING OUT OF ANY BREACH OF THIS LIMITED WARRANTY, EVEN IF D-LINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THE SOLE REMEDY FOR A BREACH OF THE FOREGOING LIMITED WARRANTY IS REPAIR, REPLACEMENT OR REFUND OF THE DEFECTIVE OR NON-CONFORMING PRODUCT. THE MAXIMUM LIABILITY OF D-LINK UNDER THIS WARRANTY IS LIMITED TO THE PURCHASE PRICE OF THE PRODUCT COVERED BY THE WARRANTY. THE FOREGOING EXPRESS WRITTEN WARRANTIES AND REMEDIES ARE EXCLUSIVE AND ARE IN LIEU OF ANY OTHER WARRANTIES OR REMEDIES, EXPRESS, IMPLIED OR STATUTORY.