

Product Warranty and Return Material Authorization Policy

Network Allies, LLC (NA) warrants that the Products sold will be free from defects in workmanship for a period of three (3) years and free from defects in hardware components for a period of one (1) year from the date of shipment (Warranty Period).

A Return Material Authorization (RMA) number can be obtained by emailing your request to - rma@networkallies.com

Please include the following information within your request:

- *Company Name:*
- *Contact Name:*
- *Contact Phone Number and email:*
- *Part #:*
- *Serial #:*
- *Description of Problem:*

A RMA number and return instructions will be provided within 48 hours.

Products returned under RMA must be shipped prepaid to Network Allies LLC repair center as directed by the return instruction. RMA return products will be repaired or replaced at Network Allies, LLC sole discretion. Network Allies LLC will generally provide failure information and proposed corrective action within 5 business days of receipt.

When possible, the seller should return material within the original packaging to prevent damage that could occur during the return process.

In-warranty repairs will be returned to customer by ground prepaid by Network Allies, LLC. Air priority shipment is available only when charged directly to the customers air freight account. If air priority shipment is required, customer must provide completed air freight shipping form or the account number and shipment instructions in writing with the RMA product.

There shall be no warranty or liability for any products or parts which have been subject to misuse, accident, negligence, failure caused by of electrical power or modification by the Customer without Network Allies, LLC approval. Final determination of warranty eligibility shall be made by Network Allies, LLC. If a warranty claim is considered invalid for any reason, the Customer will be charged for services performed and expenses incurred by Network Allies, LLC in handling and shipping the return item.