



SMARTENIT LIMITED WARRANTY POLICY

Smartenit, Inc., a subsidiary of Compacta International Ltd., warrants its products to be free of defects in materials and workmanship for a period of one (1) year from date of purchase. In case a Smartenit product page states otherwise, the warranty period shall be per such product page.

Warranty begins from the date of shipment from Smartenit or its authorized facility or distributor. This warranty is extended to customers and valid only if purchased, used, and installed for the purpose for which the products were originally designed. This limited warranty covers defects occurring under normal use and does not apply to defects resulting from abnormal action of the purchaser, or its assigns, such as, but not limited to operation outside of design limits, mishandling, improper interfacing, improper repair, malfunction of connected devices, problems with electrical power, or unauthorized modification. This WARRANTY is VOID if the product shows evidence of having been tampered, or damaged as a result of excessive corrosion, current, heat, moisture, vibration, improper specification, improper grounding, misapplication, misuse, acts of nature, or improper installation or repairs made by anyone other than Smartenit or its authorized third-party service provider. In repairing or replacing equipment, Smartenit reserves the right to substitute functionally equivalent new or serviceable used parts. Components that fail as a result of excessive wear or surging electrical power, such as fuses, relay contacts and triacs are not warranted.

WARRANTY CLAIMS AND PROCEDURES

Before returning any device to Smartenit for warranty repair, the customer is to contact Smartenit Customer Support by email to support@smartenit.com to obtain a Return Merchandise Authorization (RMA) number. Proof of warranty eligibility can be established by including a proof of purchase with the return. If no RMA number has been obtained, Smartenit may, at its sole discretion, return the product to the customer collect. Within 30 days after the RMA number has been obtained, the customer is to pack and ship the product to Smartenit. Smartenit will examine the product to determine whether the reported problem is covered under this Limited Warranty. If the product is found to be defective due to materials or workmanship error, it will be at the sole discretion or option of Smartenit to repair, rebuild, or replace the defective product. Rebuilt or refurbished devices may bear cosmetic blemishes that do not affect performance. Smartenit will return the product to the customer in a working state that meets or exceeds the original product. Unless otherwise specified in writing by Smartenit, the repaired or replaced product is covered only for the remainder of the initial one-year term of warranty. Smartenit will return the new, rebuilt or repaired product to the customer in a timely manner not to exceed twenty (20) business days.

WARRANTY EXCLUSIONS

Smartenit does not guarantee or warrant, and is not responsible for defects, failures, damages or performance limitations caused in whole or in part from power surges or failures, highly corrosive environments, fires, floods, lightning, acts of nature, excessive heat or cold, accidents, actions of third parties, or other events outside of Smartenit's control. This exclusion also applies to customers' or installers' abuse, misuse, negligence, mishandling, operation, improper storage, servicing or unauthorized attempts to repair or alter the product in any way unless previously agreed upon in writing between Smartenit and the customer. Alterations and/or modifications to any part of Smartenit's products without prior written authorization unconditionally VOIDS the warranty. It is recommended that the customer use qualified technical personnel to install and maintain any hard-wired devices.



Smartenit does not guarantee or warrant, and is not responsible for, an end product or custom equipment built with Smartenit devices, and designed and delivered by a party other than Smartenit.

WARRANTY NOTES

Customers are not authorized to modify this Limited Warranty in any way. It is the Customer's responsibility to regularly examine the product to determine the need for normal service or replacement. Changes can be made only in writing and agreed upon by both Smartenit and the customer to which the change may apply.

Smartenit's warranty applies to the original purchaser, and is not transferrable unless otherwise agreed to in writing for specific use cases.

Smartenit does not warrant third party products not manufactured by Smartenit such as, but not limited to, cables, connectors, batteries and other consumable goods.

If the equipment specified in an order is described as "Used", it is sold "AS IS" and with no warranty unless otherwise stated in writing.

This Limited Warranty does not cover any consequential damages to other property if the warranty product fails. In no event shall Smartenit, Inc. or its parent company Compacta International Ltd. be liable for any claims or losses claimed by a third party.

This Limited Warranty document supersedes any prior warranty document and contains the entire agreement. All claims and disputes arising under or relating to this Limited Warranty are to be settled by binding arbitration in the state of California under the laws of California. An award of arbitration may be confirmed in a court of competent jurisdiction.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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