

## Product Upgrade Policy

### Release Summary

Version No.	1.0
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### Purpose

The purpose of this policy is to outline the conditions and procedures under which Smart Node products can be upgraded to a newer model, regardless of the product's warranty status. This policy is intended **exclusively for end customers**, allowing them to upgrade their existing products at a reduced cost while benefiting from enhanced features and improved performance.

### Product Guidelines

#### 1. Product Upgrade & Dealer Discount:

- Customers are eligible to upgrade their existing Smart Node products to a newer version at a **price lower** than the MRP.
- Channel partners will receive an **additional 10% discount** on their existing discount structure.

#### 2. Customer Eligibility:

- This policy and its benefits are **available exclusively to verified customers and authorized partners**.
- Proof of purchase (invoice or receipt) is required to validate eligibility.

### 3. Operational Flow:

- The partner must send the product to **Smart Node headquarters** along with a formal written request for product upgrade.
- Upon receiving both the request and the product, the standard product upgrade procedure will be initiated.
- The partner will receive an upgraded version of the same product category according to the standard product delivery timeline.

### 4. General Terms & Conditions:

- Availability of upgraded products is subject to current stock level and production timelines.
- Smart Node reserves the right, at its sole discretion, to approve or decline any upgrade request.
- The upgraded product will be covered under a new warranty period as per Smart Node's standard policy for new products.