

## Replacement Policy

### Release Summary

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## Purpose

This policy applies to all channel partners procuring hardware products from **SmartNode Automation Pvt. Ltd.** It governs product replacements within the warranty period, subject to the conditions outlined below.

## Replacement Process

### 1. Advance Replacement Process

#### 1.1. Mandatory Requirements:

- Replacement requests must be initiated from the installation site after on-site verification of the device
- Office-based calls without on-site verification will not be accepted.

#### 1.2. Required Information:

The site person must provide essential details such as the serial number and site name to initiate a replacement request. Without these, the support team will be unable to proceed.

#### 1.3. Terms and conditions:

- The call support team will generate an advance replacement order
- Once the advance replacement is issued, the product will be dispatched. The channel partner must return the original product to Smart Node HQ within 60 days.
- Environmental Fault: If the issue is due to factors like improper installation, misuse, or external damage, a new device will be dispatched after generating the Root Cause Analysis (RCA) and invoice.
- Manufacturing Fault: If identified as a manufacturing defect and the product is under warranty, no billing will be applied.

#### 1.4. Responsibility of Channel Partner:

Failure to return the product within given period(60 days) will result in the generation of a bill (RC).

**Example:** If a device is replaced on January 2, 2025, and not returned by March 2, 2025, an invoice for the replacement cost will be generated on March 3, 2025.

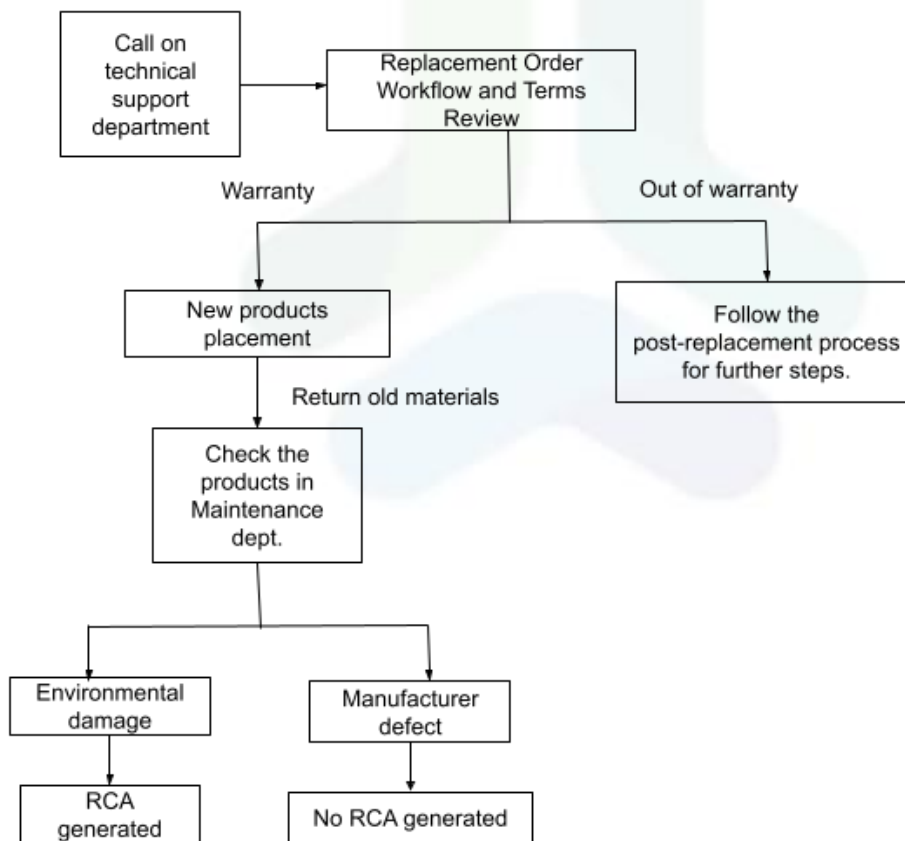


Fig. 1

## 2. Post-Replacement Request

### 2.1. Replacement from the site stock

If the channel partner replaces the product on-site from their own stock, they must fill out the voucher provided by Smart Node when sending the replaced product for service/replacement.

**Note:-** If the product is sent without the required details, it will be returned to the channel partner without any repair or service.

### 2.2. Terms & Conditions

#### 2.2.1. Warranty Coverage

The maintenance team will inspect the returned product to identify the fault.

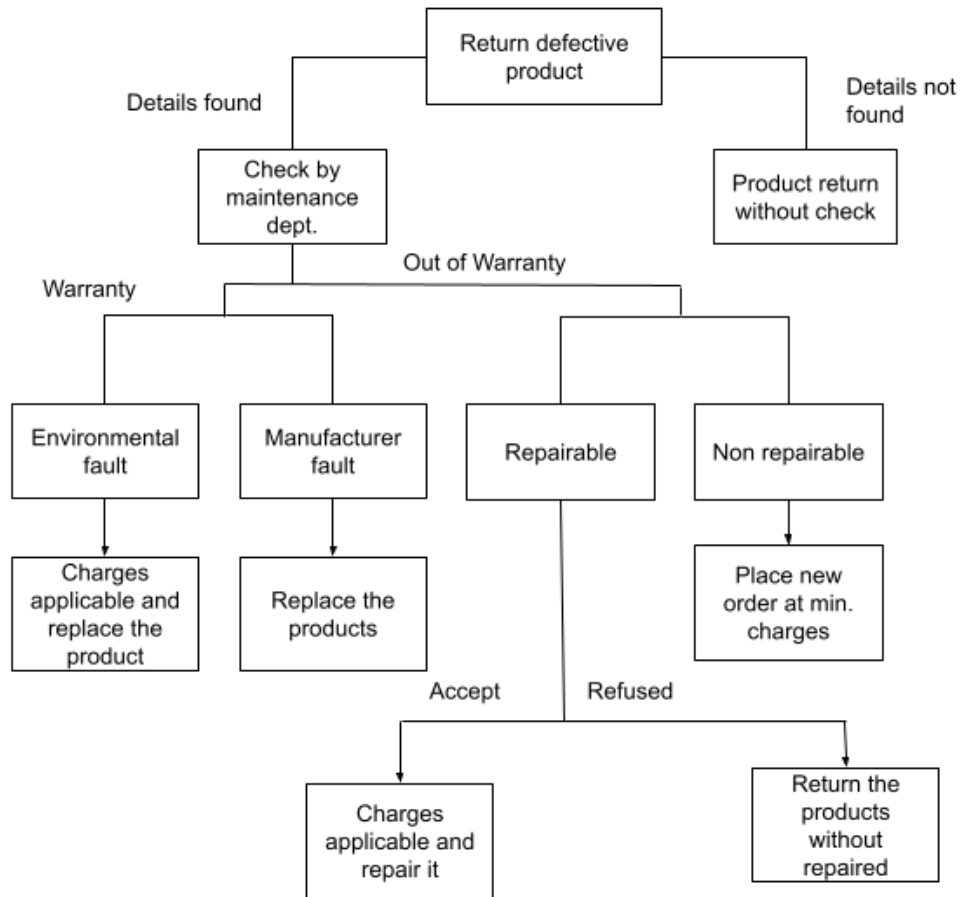
- **Environmental Fault:** If the issue is due to factors like improper installation, misuse, or external damage, a new device will be dispatched after generating the Root Cause Analysis (RCA) and invoice.
- **Manufacturing Fault:** If identified as a manufacturing defect, no billing will be applied.

#### 2.2.2. Out-of-warranty Coverage

- **Repairable Products:** If the product can be repaired, maintenance charges will be communicated. Upon the channel partner's agreement to these charges, the product will be repaired and returned. If the charges are declined, the product will be returned without repair.
- **Non-Repairable Products:** If the product is deemed non-repairable, the channel partner may place a new order at a discounted rate to obtain a replacement.

### 2.3. Analysis and Return Process

- After analysis, a new or repaired device will be returned to the customer within **2 days**.



**Fig. 2**

SERVICE CHALLAN			
Party Name:		Contact No.	Date:
Sr No.	Model Name	Device Serial No.	Issue
Remarks:			AUTHORIZED SIGNATURE