



SMART NODE 5-YEAR LIMITED WARRANTY

Warranty Coverage

- Repair or replacement of defective products due to manufacturing defects.
- Replacement with an equivalent or updated model if necessary.

Warranty Conditions

To claim warranty services, the following conditions must be met:

- The product must be in its original condition, without modifications.
- Proof of purchase (invoice or receipt) is required.
- The product must have been installed and used as per Smart Node's guidelines.

Exclusions of Warranty

- The warranty period has expired.
- The serial number label is missing, damaged, or unreadable.
- Damage caused by unstable power supply, water exposure, overloading, use of incompatible equipment, or natural disasters (lightning, floods, earthquakes, etc.).
- Physical damage, improper handling, incorrect installation, or lack of proper electrical earthing.
- Unauthorized repairs, tampering, or modifications.

Warranty Claim Process

- To file a warranty claim, a call from the installation site to Smart Node's technical support team is mandatory.
- Provide proof of purchase along with images or videos of the defect.
- Follow the return and shipping instructions as provided by our support team.

Important Notes

- Report any application, network connectivity, or third-party integration issues from the installation site before initiating a return.
- If product details are missing, the product will be returned in the same condition.
- Products will be eligible for replacement only after on-site inspection and testing. No extra material will be provided.
- If the product is not covered under warranty, repair services may be offered at the customer's expense.
- Replaced products must be returned to Smart Node HQ within 60 days. If the product is not returned within this period, an invoice for new product will be issued.
- If the product is in an unusable condition, an upgrade to the latest version is available as per the Product Upgrade Policy.

Signature: _____



Date: 01/05/2025