

Product Upgrade Policy

Release Summary

Version No.	2.0
Effective Date	01 July 2025

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 may purchase the upgraded product at **25% of the product's MRP**.

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.
- Products that are more than 10 years old from the date of manufacture are not eligible for upgrade under this policy.



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