



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.
- Repaired, replaced, or exchanged parts or products will continue to be covered under warranty for the remaining duration of the original product's warranty period.

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) must be provided.
- The product must have been installed and used as per Smart Node's guidelines.
- Any visible faults, missing parts, or defects that do not match the sales contract, invoice, or packaging must be reported to the authorized distributor or retailer within 15 days of purchase.

Exclusions of Warranty

- The warranty period has expired.
- The serial number label is missing, damaged, or unreadable.
- Damage caused by improper transportation, inappropriate storage, inadequate ventilation, 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 of products.

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 clearly showing the issue
- Follow the return and shipping instructions as provided by the 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 only be considered for replacement 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.
- No employee, distributor, dealer, retailer, contractor, or agent of Smart Node is authorized to modify, or alter any of the terms or conditions mentioned in this warranty policy.

Signature: 

Date: 03/07/2025