New Warranty Information & RMA Policy

(For USA & Canada Effective Date January 1st 2016)*Rev. 01-01-2016*

Dear Customers,
Thank you very much for choosing Tenda products. **Tenda Technology Inc.** values your business and always attempts to provide you the best of services. This warranty service is provided for products sold in USA and Canada by **Tenda Technology Inc.**

Shelf Warranty (DOA):

Item that cannot function in normal operation nor have serious defection within 15 days of the original invoice date are eligible for Shelf Warranty (Dead On Arrival). Item returned under Shelf Warranty are required with original packaging intact to obtain replacement. RMA process will be considered as those of limited Warranty and should comply with the regulation of limited warranty. **Tenda Technology Inc.** will cover round ways of shipping and handling expenses from customer to Tenda and back to customer if deemed DOA.

Limited Warranty:

Products that cannot function in normal operation during the warranty period described above are eligible for exchange or refund (refund will only apply when purchased through Tenda directly). Products eligible for limited warranty are covered parts and labor fee by **Tenda Technology Inc.**

*Warranty **Will Not** Cover anyone of the followings:*

1. Products exceeding warranty period will not be processed.
2. Products missing serial numbers or altered.
3. Products are labeled / glued that cannot be removed.
4. Physical damaged / conceal damaged (e.g., internal damaged) products.
5. Any unauthorized modification to the supporting setting files, or any authorized disassembly and repair
6. Any defect caused by software, virus or improper use of self-made and non-public software

New Warranty Period:

The warranty service terms are described as below (these terms apply to entire product lines sold in USA & Canada):
36 months (3 years) of warranty coverage from date of purchase on receipt/invoice

Note: Only purchase orders or invoices dated after January 1st 2016 will be under the new warranty coverage. Orders purchased before January 1st 2016 are entitled with one-year warranty coverage since the purchase date.

RMA Policy:

1. The Return Merchandise Authorization (RMA) is for product that is authorized to return for repair or replacement within warranty period **Tenda Technology Inc.** will issue an RMA number before the customer is

authorized to return RMA goods for services. In order to process the RMA claim, Customers will pay for any expenses (shipping and handling) back to **Tenda Technology Inc.** unless agreed by Tenda before shipping. Any RMA claim will be closed within 10 working days upon receiving goods unless items for exchange are in shortage/discontinue.

2. In order to obtain an RMA number, the following information must be completed:
   i. Customer name
   ii. Telephone number
   iii. Email address
   iv. Shipping address
   v. Product Model number
   vi. Product description
   vii. Serial number
   viii. Defect description for each item
   ix. Purchase invoice

   In order to obtain an RMA number, you may contact by:

   i. Call **1-800-570-5892** during business hours (Mon through Fri, 9:00AM~18:00PM PST)
   ii. Email for RMA: usrma@tenda.com.cn
   iii. Email for Tech support: support@tenda.com.cn
   iv. RMA form will be received by e-mail only.

   3. The warranty will not cover damage as a result of an accident, altered, physical damaged and force of nature such as fire, floods, wars…etc.; Warranty also does not cover products which have been received improperly packaged.

4. The goods have to be returned with all of its accessories (including box, cables, drivers, manuals, accessories, etc.), otherwise will be returned with the same conditions that were received by **Tenda Technology Inc.**

5. If the RMA return product cannot be fixed within the 10 business day, customer will receive replacement with the same or equivalent product. In the case of no replacement of the same/equivalent product can be exchanged, a free product upgrade within the same function or a refund will be issued in the forms of company check or credit memo. Credit/Refund will be issued upon the purchase or the latest price whichever is lower within the same or equivalent product. Deductions will be made for every missing item.

6. It is required attach RMA form, packing list with issued RMA number labeled on each shipping box. Returns must be shipped freight prepaid and insured. All freight collect shipments will be refused by **Tenda Technology Inc.**

7. If the product information or quantity mismatch with listed items on the RMA request form, customer will be immediately notifying for such discrepancy. And **Tenda Technology Inc.** will only recognize the RMA quantity for which is received. **Tenda Technology Inc.** reserves the right to refuse any improper RMA claims and therefore, refuse to provide warranty/RMA services for such claim.

Return & Refund (for Tenda U.S. Official Website):

Our returns & Refund Policy is limited ONLY to products purchased directly from our Tendaus.com web site store and the procedure for return must be initiated within 30 days from the date the item was delivered. Please note that for items purchased from other retailers, we can only assist in warranty support.

In order to qualify for a full refund of the purchase price of the product (exclusive of initial shipping and handling charges), you must contact the Technical Support team to obtain a RMA number within the specified time frame of the said product. The product must be returned to **Tenda Technology Inc.** in its original packaging and condition.

Please note that the RMA number must be noted on the outside of the returned product's package. You will be considered to have taken all the necessary steps to ensure that the product is delivered to **Tenda Technology Inc.** including paying all shipping charges in returning the product to **Tenda Technology Inc.** We suggest that you select a shipping method that is traceable.

Risk in the returned product only passes to **Tenda Technology Inc.** when the product is received by **Tenda Technology Inc.** and Tenda shall not be responsible for items lost in transit to us. You will receive a refund of the purchase price that you had paid for the returned product (excluding any charges for the initial shipping and handling of the product to you) within 10 days of Tenda's receipt of the returned product. In the event that the procedure herein is not followed, Tenda reserves the right to accept the return of the product on such terms that it may determine at its sole discretion.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.