



EnGenius India

Return Merchandise Authorization (RMA) Policy

Purpose:

The purpose of this RMA (Return Merchandise Authorization) policy is to establish clear guidelines for the return, exchange, or refund of products purchased from **EnGenius Networks Private Limited**. This policy aims to ensure a smooth, fair, and efficient process for handling returns for both customers and the company.

1. Eligibility for Return:

Customers may request an RMA for the following reasons:

- **Product Issues on Purchase:**
 - **Defective Products:** Items that are defective or malfunctioning due to manufacturing faults, (i.e dead on arrival (DOA))
 - **Damaged in Transit:** Products that are damaged during shipping or delivery.
 - **Incorrect Items:** Products that do not match the description or specifications of the order.
- **Product Failure after Installation:**
 - **Device Failure:** Items that got defective or malfunctioning after operation for some time and within the warranty period follows clause 7.

2. Return Conditions:

To be eligible for a return, the following conditions must be met:

- The return request must be made within 7 working days of the delivery date.
- The product must be in its original packaging, unused, and in resaleable condition.
- All original accessories, manuals, and documentation must be included.
- Proof of purchase, such as an Invoice number or receipt, must be provided.

3. Items Not Eligible for Return:

- Products that have been damaged due to misuse, negligence, or unauthorized modifications.
- Items purchased as "Final Sale" or "Clearance."
- Custom or personalized products.
- Software, digital products, and licenses.



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4. Return Process:

To initiate a return, customers must follow these step

- Request an RMA: Contact our customer service team at indiasupport@engeniustech.com or 1800-571-8899 to request an RMA number. Please provide details such as the Invoice number, reason for return, and product details (Model, S/N).
- Pack the Product: Securely pack the item in its original packaging, including all accessories and documentation.
- Ship the Product: Send the product to the designated return address provided by our customer service team.
- Inspection and Processing: Upon receiving the returned item, we will inspect it to ensure it meets our return conditions. Once verified, we will process the return and issue a replacement as applicable.

5. Replacements:

- Replacements: If a replacement is requested, we will ship the new item to the customer based on the below issue at no additional cost once the returned item is received and inspected.

Device Issue	Remarks
Dead on Arrival.	Will inspect and replace the device with 7 working days.
Device not powering after usage and within warranty period.	Will inspect and replace the refurbished or new product accordingly within 10-15 working days.



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6. Shipping Costs:

- **Customer Responsibility:** Customers are responsible for shipping costs for send and return is due to product failure and in warranty.
- **Company Responsibility:** If the return is due to a defect, damage, or our error, we will cover the return shipping costs

7. Warranty Period:

The applicable period for the limited warranty is set forth below. The period commences on (i) the shipment date on the invoice of the Product, with proof of purchase or invoice, or (ii) the date of manufacture (based on the Product series number), If the warranty claim is made without proof of purchase.

Product	Warranty Period	
	Cloud Model	FIT Model
Business Wireless Series Indoor	5 Years	2 Years
Business Wireless Series- Outdoor	2 Years	1 Year
Business Switch & Gateway	5 Years	3 Years
Broadband Outdoor EOC Series	2 Years	



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Product	Warranty Period	
	Cloud Model	FIT Model
PDU's	5 Years	-
Accessories	3 Months	3 Months
Replacement/Refurbish device	Will continue the balance warranty period from the date of initial purchase.	Will continue the balance warranty period from the date of initial purchase.

8. Contact Information:

For any questions or concerns regarding our RMA policy or to request an RMA, please contact us at:

- Email: indiasupport@engeniustech.com
- Phone: 1800-571-8899
- Address: #901, 9th Floor Gowra Palladium, Hi-Tech City, Hyderabad, Telangana 500081

**EnGenius India**

Advanced Replacement Policy

Objective:

EnGenius networks private limited provides Advance Replacement services for qualifying hardware. If your device is eligible, you can take advantage of the advanced replacement option, which allows a new device to be shipped to you before you return the defective one. In case of a failure with your EnGenius device that cannot be fixed through troubleshooting, please contact EnGenius Support for help. Support can initiate the Advance Replacement process once they confirm that the device hardware has failed. However, it is important to note that EnGenius Support will proceed with Advance Replacement only after they verify that the requester has sufficient device permissions to maintain end-customer device security. Please refer to the details below for more information.

A. Eligibility Criteria:**I. Networking Devices:**

- AR service is available for all current devices within 12 months of the current month.
- If a device is EOL'ed and still under warranty, a replacement product will be sent.

Replacement Equipment Quality:

- II. Replacement equipment is used, refurbished, and rigorously tested to meet manufacturer specifications.
- III. Though not new, replacement equipment will match the manufacture year (as indicated by the serial number) of the original equipment

Advance Replacement Service Fee:

- IV. A service fee of Rs. 2000 for the first item and Rs. 800 for each additional item on the same RMA and shipped simultaneously.
- V. The service fee must be paid before shipment.

Shipping Fee Responsibility:**VI. Networking Devices:**

- Customer pays upfront for shipping from EnGenius to the customer. EnGenius provides a shipping label for the return shipment.

B. Payment for Replacement Equipment:

- VII. The replacement equipment MSRP value will be charged via credit card before shipment.



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VIII. **Exception:** Approval for this exception is restricted to the Customer Service Manager, Director of Product Management, or General Manager. In cases where the product is determined to be faulty by Customer Service and/or engineering, whether due to manufacturing defects or due to an EnGenius process, all related fees will be waived. No credit card hold will be imposed, and EnGenius will cover all associated shipping costs.

C. Return Timeframe:

IX. Return equipment must be received by EnGenius within 10 business days from the date of delivery.

D. RMA Label Requirement:

X. Return shipment must have an RMA number with "AR" suffix on the shipping label and indicated boldly on the outside of the return shipping box.

E. Full Credit Conditions:

1. For Within Warranty Device(s):

- Physical damage: Rs. 5000 fee.
- Water damage: Rs. 5000 fee.
- Improper use, neglect, or abuse: Fee may apply based on repairability.

2. For Within Warranty Device(s):

- Repair fee of Rs. 5,000.
- Improper use, neglect, or abuse: Fee may apply based on repairability.

I. Returned Devices:

1. Mismatched Model/Serial Number:

- Customer bears shipping costs both ways.
- If a customer keeps AR device(s), they pay for return shipping.
- Repair option available with a Rs. 5000 fee per device.

2. Late Returns (After 10 Business Days):

- Incur a 30% service fee off the equipment price.

3. Returns After 30 Calendar Days:

- Not accepted, no credit issued. Customer responsible for return shipping costs.