

3-Year Warranty★

Official Hardware Warranty Policy for MRO-TEK networking products.

★ Subject to the terms and conditions detailed in this policy.

Claim Process

How a warranty claim moves from first report through resolution:

- 1 Contact MRO-TEK Support with your product's serial number and a description of the issue.
- 2 The support team verifies the issue and confirms the product's warranty status.
- 3 You receive claim instructions from the support team.
- 4 The product is sent in for inspection or service, if applicable.
- 5 The claim is processed at our designated service center.
- 6 The product is repaired or replaced according to this warranty policy.

Warranty Coverage

This warranty applies to MRO-TEK's range of networking products purchased from MRO-TEK and is valid for three (3) years from the date of purchase.

The warranty covers defects in hardware, software, or workmanship under normal use during the warranty period.

If a defect arises and a valid claim is received within the warranty period, MRO-TEK will, at its discretion, either repair the defective product at no charge using new or refurbished replacement parts, or exchange it with a new or refurbished product that is functionally equivalent to the original.

Warranty Exclusions

This hardware warranty does not cover:

- ⊗ Damage caused by accident, abuse, misuse, or neglect of the product
- ⊗ Burnt PCB caused by power surge
- ⊗ Unauthorized modifications, repairs, or improper installation
- ⊗ Damage due to external causes such as act of God, fire, flood, or other natural disasters
- ⊗ Physical damage to the product
- ⊗ Consumable parts such as batteries, power adapters, connecting cables, and rack-mounting accessories — unless the physical damage occurred due to a defect in materials or workmanship while being shipped

Limitations

MRO-TEK's liability under this warranty is limited to the repair or replacement of the defective product as described under Warranty Coverage.

In no event shall MRO-TEK be liable for any incidental, special, indirect, or consequential damages resulting from the use of the product or arising out of any breach of this warranty.

Additional Policy Information

Proof of purchase is required to validate the warranty period for any claim.

Warranty service is carry-in to the nearest designated MRO-TEK service center.

Partners and customers need not send any accessories that are not essential to the product's full functioning.