

Advance Active & Infrastructure Warranty

Advance provides a non-transferable 2 year warranty to the end user of the Advance Active and Infrastructure hardware products specified in this document when purchased from an Advance authorised reseller and registered via the Advance Warranty portal found at <https://advance.technology/warranty/>. Advance warrants that the product will be free from defects in material and build quality for a period of no less than 2 years from which it is used in its originally intended installation site, commencing on the date of purchase.

This warranty is limited to the original end user and is non-transferable.

In general, this warranty means your Advance hardware product will operate in accordance with published technical specifications, as specified by its datasheet, and in the operating environment for which it was intended for the length of the warranty period.

Obligations

Advance's entire liability and exclusive obligation for any Advance product that is not operating in accordance with its published technical specifications are at Advance's discretion: 1) to repair or replace the product at no additional cost, or 2) to refund the price paid. This warranty obligation is conditioned upon the hardware being returned to the original place of purchase, or another place as directed by Advance, with the original sales invoice attached. You may be required to pay shipping and handling charges, as well as any applicable tariffs, duties, taxes, or other fees. Advance may, at its discretion, provide new or equivalent-to-new refurbished parts in good working condition, or repair or replace the hardware returned to Advance.

Any repaired or replacement hardware will be warranted for the remainder of the original warranty period.

Obsolete or Discontinued Products

Whenever possible, an obsolete or discontinued product will be replaced with the same product. If Advance is unable to replace your obsolete or discontinued product with the same product, Advance will replace that product with a product of similar function.

Exclusions

This warranty does not cover problems or damage resulting from, but not limited to, any of the following:

- > Wear and tear not associated with normal use
- > Any modification, abuse, accident, disassembly, misapplication, or unauthorised repair
- > Removal of any manufacturer label(s) or sticker(s)
- > Any improper operation, including any use not in accordance with any supplied product instructions
- > Any use in conjunction with equipment not specified at point of sale
- > Connection to any improper voltage supply
- > Any other cause which does not relate to a product defect in materials or build quality
- > Products not registered with Advance. Unregistered products receive a 1 year RTB warranty as standard.

Also excluded from this warranty are counterfeit products; that is, products that Advance, at its sole discretion, determines were not manufactured by Advance or any of its authorised manufacturing partners.

Warranty Extensions

Advance offer additional warranty extension packages that offer longer periods of cover, with terms equal to the base warranty set out in this document. Warranty extensions are available in additional 1 year periods, up to a maximum of 5 years inclusive of the base warranty. Ask your sales representative for pricing on warranty extensions, as this varies per product. Warranty extensions are only available at time of purchase of the products and may not be appended upon, before or after the expiration of an active warranty period.

Limitation of Liability

ADVANCE SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, REVENUE, OR DATA (WHETHER DIRECT OR INDIRECT) OR COMMERCIAL LOSS FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON YOUR PRODUCT EVEN IF ADVANCE HAS BEEN ADVISED PREVIOUSLY OF THE POSSIBILITY OF SUCH DAMAGES.

No Other Warranties

No Advance employee, partner, or other agent is authorised to make any modification, extension, or addition to this warranty.

How to Make a Warranty Claim

Returning Your Product

In the event that you need to return your Advance products for repair or replacement, a Return Materials Authorisation (RMA) number will need to be obtained by visiting <https://advance.technology/warranty/> and submitting a completed form. Do not return your product without an RMA number. Any product returned without a valid, unique RMA number will be refused and returned to the sender at the sender's expense. To avoid problems at the time of receipt, clearly write your RMA number on the outside of the package and include a copy of your RMA confirmation e-mail within the package.

Products Lost or Damaged During Transit

The original packaging material should be used to pack the product for return; if the original packaging is not available, you should use packing materials that provide the same or greater protection to the product. All packages that arrive with any external damage or appear inadequately packed will be refused and returned to the sender at the sender's expense. Advance is not responsible for damage incurred during shipping to receiving locations.

You should select a return shipping method that provides tracking information. Advance is not responsible for lost or misdirected packages.

RMA Processing

- > Advance will perform a visual inspection of the package before acceptance to ensure there was no visible damage during transit which could affect the product being returned
- > We also confirm the RMA number, which should be noted on the outside of the package
- > Packages with damage or that do not have a valid, unique RMA number clearly marked on the exterior will be returned to sender at the sender's expense
- > All products received go through individual visual inspection to ensure the products are genuine Advance products with all applicable labels intact and free of physical damage/abuse
- > Counterfeit products, or products that clearly fit the warranty exclusions listed above, will be returned to sender at the sender's expense
- > After inspection, the product will be confirmed as received and processing will begin

Advance Warranty Periods

Active & Infrastructure Products

All Advance Active and Infrastructure products that are properly registered according to the instructions provided in this document have a 2 year, RTB warranty. These include;

Ethernet switches, Industrial Ethernet switches, Media converters, Industrial media converters, PoE injectors, PoE splitters, PoE surge protectors, PoE midspans, Active multiplexers, Rackmount chassis for media converters, Fibre patch cables, Copper patch cables, MTP cables, Preterminated fibre cables, Patch panels

No other Advance products are included in this 2 year warranty, and you should check the relevant product information for other Advance products including transceiver, DAC and AOC products regarding their warranty periods. More information can be found at <https://advance.technology/>