



SMSEagle SMS gate way Extended Warranty Plus (valid 17-07-2023)

SMSEagle Extended Warranty Plus is an optional service to expedite hardware replacement. SMSEagle Team ensures the reliability of its products by using quality components during design and manufacture. For additional protection, SMSEagle offers a plan for advanced replacement of hardware to minimize the time customers have to be without SMSEagle devices while their product is being serviced. With Extended Warranty Plus, SMSEagle Team will send a replacement unit to a customer before they have to send in their existing device for warranty repair. This warranty plan is ideal for any customer who wants to minimize the time their system is not operational.

Benefits of the Extended Warranty Plus Service include:

- Fast and free shipping, with prepaid 2-way shipping
- Rapid processing, as the replacement unit will be shipped within 48 business hours.
- A hassle-free replacement process with minimum questions asked.
- Free remote troubleshooting assistance.
- Please note that the Extended Warranty Plus plan can only be purchased within 60 days of purchasing the initial unit.

Important: BY PURCHASING THE EXTENDED WARRANTY PLUS SERVICE PROGRAM THE CUSTOMER ACCEPTS ALL THE TERMS AND CONDITIONS OF THE SERVICE AGREEMENT.

The Extended Warranty Plus service is provided by Proximus Sp. z o.o. (Proximus) the manufacturer and owner of the SMSEagle brand.

Extended Warranty Plus Service Coverage

- If the SMSEagle device fails during the Extended Warranty Plus service period, a replacement unit that is identical or equivalent will be shipped to the customer
- Proximus will cover the cost of shipping both ways during the 2-way delivery process.
- The SMSEagle Extended Warranty Plus Service is only offered in the following EU countries: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, and Sweden

Service Policy

- The replacement unit is shipped to the customer if the following three conditions are met:
 - The unit has been confirmed as defective by the SMSEagle support engineer and the RMA number has been issued
 - Before shipping a replacement unit, a single authorization hold* will be placed on the Customer's credit card before shipment. The single authorization hold amount equals the MSRP (Manufacturer Suggested Retail Price) of the product.
 - The customer has confirmed the address information.
- The replacement unit will be identical to the original unit or an upgraded one if the original is unavailable. Proximus may provide a brand new or reconditioned unit, depending on their choice
- The replacement unit will be automatically registered and covered under this program until the expiration of the original unit's coverage period.



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- In the event of a component failure, such as a power adapter, Proximus will ship the necessary components for replacement only

** Depending on the credit card company/bank, you may see a charge rather than an authorization hold on the card. The issuing bank automatically releases all authorization holds within 30 calendar days. Please contact your credit card company for more information.*

Responsibilities of Customers/Resellers:

- The customer must cooperate with a SMSEagle support engineer to determine whether the unit has failed or not.
- The customer must provide all necessary details in the RMA request to minimize processing time, such as model name, serial number of the defective unit, shipping address, contact person, phone number, email address, etc.
- The customer should use the packaging provided with the replacement unit to ship the defective unit back to SMSEagle Support Center. If the packaging is damaged during shipping, the customer must use their own appropriate packaging to ensure a secure return shipment.
- It is the customer's responsibility to remove any old shipping waybills, air shipping labels, etc. from the original packaging and attach a new shipping label and waybill provided by Proximus

Customer Induced Damage

If the customer is responsible for any damage to the products or parts due to misuse, neglect, accident, abuse, improper repair, alteration, or modification, or if they violate the original selling conditions set by the manufacturer, the product will be classified as a Customer Induced Damage Unit (CID). In such cases, the warranty will no longer apply and the Extended Warranty Plus Service cannot be provided. Instead, the customer's credit card or account will be charged the full MSRP value of the replacement product shipped, and their original warranty will be reinstated.

Return conditions

The customer must ship back the defective unit within 7 business days of receiving the replacement unit (based on the date the unit is received at the customer's site and the courier pick-up date).

If the customer fails to return the replacement unit within seven (7) business days, Proximus will charge their credit card the full value of the unit's MSRP. This charge is not refundable unless the customer can provide Proof of Delivery (POD) that confirms they returned the unit on time.

Courier Lost or Damaged

Proximus is responsible for submitting a compensation claim to the courier and arranging for the shipment of another replacement unit if it gets damaged or lost. On the other hand, the customer must file a compensation claim with the courier if the returned unit is lost or damaged by the courier.



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Other Terms & Conditions

- The Extended Warranty Plus Service must be purchased within 60 days from the date the product was purchased, and the start date of the service will be the same as the product purchase date.
- The customer must use the shipping label provided by SMSEagle Support Center. SMSEagle will not be responsible for any shipping costs incurred by the customer if they choose to use alternative shipping methods.
- SMSEagle uses DHL Express or an equivalent Express Service for replacements. You can visit the DHL website (www.dhl.com) to get an estimate of the delivery time from the SMSEagle Support Center to your destination.
- DHL does not deliver to P.O. Box addresses deliveries. The customer must provide a physical address for delivery.
- Proximus liability is limited to repairing or replacing the defective product. This is the customer's exclusive remedy for any acknowledged defects.
- Proximus will not be held liable under any circumstances for any indirect, incidental, or consequential damages or lost data.
- We may suspend or cancel your participation in the Program at any time at our sole discretion, including without limitation if you submit products that are counterfeit or stolen or constitute a similar fraudulent act. Our failure to insist upon or enforce your strict compliance with the Extended Warranty Plus Terms will not constitute a waiver of any of our rights.

Questions/Contact Us

If you have any questions or concerns regarding this Agreement or our Products, please contact us through the Support Center at
support.smseagle.eu
or
info@besd.nl