



24 Cross Street, Reading, RG1 1SN, England

Net Glob Ltd Warranties

Net Glob Ltd guideline products Replacement Warranties

In certain countries, warranties will be different due to manufacturer's policy or products.

GBICs & SFPs

Original GBIC's & SFP's products come with a 1 year Warranty, Approved GBIC's and SFP's products come with a 5 years life time Warranty. And 24 hours Advanced Replacement, if in stock.

Memory

Approved memory products come with a 5-Year Limited Lifetime Warranty with 24 hours Advanced Replacement, if in stock.

Cables

Approved cable products come with a 5-Year Limited Lifetime Warranty with with 24 hours Advanced Replacement, if in stock.

Hardware

New hardware will be covered by the original manufacturer's warranty, starting from 3 months depending on the vendor and product model. For Cisco hardware, we offer 90 days Cisco standard warranty. For Refurbished hardware Net Glob Ltd offers a standard 6-months warranty on all equipments. On request, we can extend warranties at extra cost, from 91 days to 10 years.

Special order items- Hardware or accessories

Any other product on Special order, will be covered by 90 days standard warranty (for all equipments). On request, we can extend warranties at extra cost, from 91 days to 10 years.

Extended Warranty

for Hardware replacement if faulty after the 90 days (for New) or 6 months (for refurbished) standard Original warranty. For:

- 6 Months** => **4%** added on the value of the Purchasing Order
- 12 Months** => **7%** added on the value of the Purchasing Order
- 18 Months** => **10%** added on the value of the Purchasing Order
- 24 Months** => **12%** added on the value of the Purchasing Order
- 36 Months** => **15%** added on the value of the Purchasing Order
- 48 Months** => **18%** added on the value of the Purchasing Order
- 60 Months** => **20%** added on the value of the Purchasing Order
- 120 Months** => **30%** added on the value of the Purchasing Order

For all details please contact your Account Manager

Return of the goods

Although Net Glob Limited RMA record is very low (0.04% a year) should a problem develop during the warranty period, please follow the step-by-step procedures below for returning your product for warranty service.

Please contact your Account Manager for the RMA form.

RMA form can be e-mailed to you by your account manager or you can download RMA from our web link below:

www.net-glob.com

Complete the form and return the form to us. Our financial department will issue an **RMA number**.

In the RMA form it is very important to provide PC “**Show version**”. This is a report that shows “error message”, which gives the exact data that our technical department can understand and easily see the problem with the products.

After recognizing faulty product we will provide you RMA shipping number then you will be able to send the faulty products to us. Product has to be without any damage.

You will be informed about delivery time of the new product.

Print out the RMA form and send it along with the defective item back to us.

For any equipment, replacement product will not be sent out until Net Glob Limited will confirm the faulty goods, after receiving them back. Any replacement advance products, will be invoices as the original invoice.

Non-defective returns inside the 30 days window will be subject to a 20% restocking fee.

Return Policy for working products:

If the Customer is not completely satisfied with its purchase of the goods that were sold from Net Glob Ltd existing stock, asking to return working parts back, Net Glob may at its discretion accept the return of the working goods in the same condition and packaging as they were received by the Customer within a **max. of 30 days of delivery** (depending on products) **subject to a 20% restocking fee, and subject to Net Glob’s prior written consent and instructions**. Goods that were not available in Net Glob’s inventory at the time of the order are non-returnable. Hardware or Special orders are non-returnable. The Customer is responsible for any freight charges on all returns and deliveries.

Should you need any further questions please do not hesitate to contact your account manager.

Net Glob Ltd Refund period:

New and Refurbished hardware:

No refund if customer made the mistake. If the product is faulty, during the warranty period, we will replace it with the same one.

Transceivers:

30 days (if defective)- 7 days from the receipt with 20% restocking fee if customers fault;

Memories & Cables:

30 days (if defective)- 30 days from the receipt with 20% restocking fee (if customers fault)

Special order items:

No refund. Item may only be exchange for the exact item replacements if those items are defective.

Important: You must return the merchandise in its original packaging and box, if applicable. All hardware products may be returned if and only if those items are defective. These items are only available to exact-item replacements.

Non-defective returns inside of the 30 days window will be subject to a 20% restocking fee. All returns must have an RMA number.

Special order items may also be subject to a 10% cancellation fee on rare occasions. We reserve the right to decline service with anyone.