Limited Lifetime Warranty

DuxNet Products

OVERVIEW

Failures due to defects in material or workmanship on devices will be covered by the warranty for the lifetime of the product. Product lifetime is defined as the period during which the product is active and sold by the Distributor.

- **Warranty Period:** Lifetime of product (while active and sold by Distributor)
- **Discontinued Products:** Additional one-year warranty offered
- **External Power Supplies:** Excluded from lifetime warranty – one-year warranty applies

ELIGIBILITY & CLAIMS

The limited lifetime warranty is only applicable to the original purchaser of the product. To receive warranty support, the following are required:

- Valid serial number of the product
- Original proof of purchase

Duxbury will replace any faulty products with the same model or an equivalent model at their discretion.

WHAT IS & IS NOT COVERED

Use the guide below to determine whether your situation is covered under this warranty:

- Defects in materials or workmanship
- Product failure under normal use conditions
- Replacement with same or equivalent model
- Discontinued product – one-year extended warranty
- Abuse, alteration, modification or tampering
- Negligence, misuse or faulty installation
- Lack of reasonable care
- Power surges or lightning strikes
- Unauthorised repair or service
- Altered, defaced or removed model/serial number
- Damage occurring in shipment or acts of God
- Cosmetic damage
- Hardware, software or firmware changes by third parties
- External power supplies (separate one-year warranty applies)

* Product lifetime is defined as the period during which the product remains active and is sold by the authorised Distributor. Duxbury Networking reserves the right to determine warranty eligibility in all cases. This document does not constitute a legal contract. For warranty claims or support, contact Duxbury Networking or an authorised DuxNet reseller.