



# Enable-IT Advanced Replacement Program

## WHAT IS IT?

Enable-IT is pleased to offer its customers and partners the Enable-IT Advanced Replacement Program (AREP). While Enable-IT's industry leading four year warranty protects your equipment, the AREP upgrade is the fastest way to get replacement equipment on-site.

## HOW DOES IT WORK?

If during the four year warranty period, your product fails the Out of the Box Test (OBT), notify Enable-IT and a replacement will be shipped to you for next business day delivery. With your replacement equipment will be a shipping label. Ship the original equipment back to Enable-IT in the new packaging with the shipping label attached.

### Step-by-Step:

- If a customer finds a product to be defective, customer fills out a RMA request at <http://support.enableit.com>, sends an email to [support@enableit.com](mailto:support@enableit.com) or call 877-772-3559 for basic troubleshooting assistance. Customer provides the serial number and AREP number found on stickers attached to the underside of the product. If Enable-IT Customer Care determines that a replacement product is necessary, and these numbers are registered properly, an AREP RMA will be created.
- If the customer does not have an account with Enable-IT, the customer will complete a credit card authorization form provided by Enable-IT before the AREP RMA is issued. If any fee described below applies, the fee is charged to the customer's credit card.
- Enable-IT ships a refurbished unit to the customer.
- Customer receives the replacement unit and promptly ships the defective unit (matching the serial number provided to Enable-IT) with the Enable-IT provided shipping label and waybill.

### Enable-IT Responsibility:

- If the completed AREP request is received by 3pm Pacific Time, Enable-IT will ship the replacement unit the same day. Enable-IT will make every effort to ship requests received after this time on the same day, however will guarantee to ship the unit on the second business day. The AREP RMA number must be issued by email before shipment of the replacement.
- Enable-IT will only ship properly working replacement units.
- Enable-IT will prepay both ways shipping cost in advance. The replacement unit will be shipped by air (ship by ground if air shipment does not apply) and return waybill will be provided as "ground" shipping.

### Customer / Reseller Responsibility:

- Customer must provide full detail in the RMA request to minimize processing time, such as invoice number, defective unit serial number, shipping address, contact person, defective unit problem description, etc.
- Customer must return the defective units within fifteen (15) business days after receiving the replacement units. (Based on courier delivery date and the unit pick up date by courier).
- Customer must ship the defective unit back to Enable-IT in the packaging provided with the replacement unit. If packaging is damaged during shipping, customer must provide its own proper packaging to ensure a safe shipment to Enable-IT.
- It is customer's responsibility to remove all old shipping waybill, air shipping label from original packaging and affix new shipping label and waybill provided by Enable-IT on the outside of the box. Failure to do so will mean any extra shipping cost or lost unit will be charged to the customer's credit card or account.
- Customer must return all components and accessories related to the defective unit to Enable-IT.



### Program Coverage

- AREP only covers those defects already covered by the Enable-IT manufacturer warranty. Cable, battery, and accessories, etc. normally are not covered. Check the specific manufacturer warranty for details.
- The replacement unit will be registered and covered in this program automatically until the original unit coverage expires.

### No Problem Found (NPF) Unit

Before customer ships the unit back to Enable-IT, customer will determine it is a true defective unit. If a unit returned as a "defective unit" is found to be NPF after full functionality testing by Enable-IT, a \$50 US processing fee will be charged to the customer's account or credit card for each replacement.

### Customer Induced Damage (CID) Unit

If any defect in the products or part were caused by misuse, neglect, accident, abuse, improper repair, alteration or modification by Customer, or any act in violation of the original selling conditions of the product by manufacturer, the product is considered to be a Customer Induced Damage Unit (CID). Since the warranty has been voided by Customer's actions, AREP cannot apply and Customer's account or credit card will be charged the MSRP value of the replacement product shipped and the Customer's original warranty will be reinstated.

### Delayed Return

If customer fails to return the unit within five (5) business days after receiving the replacement units, Enable-IT will charge the customer's account or credit card \$10 per day up to the unit MSRP. This charge is not refundable unless the customer can provide Proof of Delivery (POD) that indicates customer did return the unit on time.

### Missing Components

If the customer fails to return the complete unit to Enable-IT, customer will be notified to ship the missing parts to Enable-IT at the customer's cost within five business days. A failure to do so will permit Enable-IT to charge the cost of missing part(s) to the customer's account or credit card. This charge is not refundable for delayed returns.

### Courier Lost or Damaged

It is Enable-IT's responsibility to claim to courier if the replacement unit is damaged or lost by courier and to ship another replacement to the customer. It is the customer's responsibility to claim to courier if the return unit is damaged or lost by courier, full price will be charged to the customer's account or credit card.

## HOW MUCH DOES IT COST?

Please see the Enable-IT Price List or contact Enable-IT at 888-309-0910 or <http://www.ethernetextender.com> for the AREP pricing on qualifying products.

## TERMS AND CONDITIONS

- Customer must report an AREP RMA claim to Enable-IT and obtain an AREP RMA number and qualify to receive replacement product.
- Customer must use the shipping label provided by Enable-IT. Enable-IT is not responsible for any shipping costs incurred by the Customer using other means of shipping.
- Enable-IT is not responsible for return freight charges resulting from invalid or expired RMA shipments.
- Enable-IT is not responsible for lost or damaged returned product packages, please INSURE and obtain a TRACKING number as a safeguard.
- Enable-IT ships via UPS Ground or USPS Priority Mail for all replacements for all non-expedited replacements.
- P.O. Box addresses are NOT accepted for RMA returns. You must provide Enable-IT with a physical address.
- Enable-IT's sole liability, and the exclusive remedy, for any acknowledged defect(s) shall be the repair or replacement of the product in question.
- Enable-IT does not offer refunds, credits or upgrades.



- Canadian customers are responsible for custom charges including, but not limited to, brokerage, taxes, duties and other fees.
- Enable-IT shall NOT be liable under ANY circumstances for any indirect, incidental or consequential damages or lost data.
- Warranty is available only to the original purchaser.
- AREP RMA numbers are valid for 14 days after issue date. Enable-IT must receive your original product within this time period. Any product received later than 14 days from date of RMA issue, will be returned to sender.

***BY PURCHASING THE ADVANCED REPLACEMENT PROGRAM CUSTOMER ACCEPTS ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT.***