

## Product Warranty Policy

- I.** Limited Warranty Coverage
- II.** Limited Warranty Limits and Exclusions

## Technical Support

- III.** Support Department Availability
- IV.** Support Department Contact Information

## RMA Procedures

- V.** Return Material Authorizations
- VI.** Warranty Returns
- VII.** Non-Warranty Returns

## RMA Credit Policy

- VIII.** Returns for Credit & Credit Types

## RMA Transportation Policy

- IX.** Transportation Charges
- X.** Transportation Damages
- XI.** Refused Shipment Restocking Fees

## RMA Shipping Instructions

- XII.** Product Non-Acceptance
- XIII.** Sample Shipping Label Rev. 13
- XIV.** Package Identification
- XV.** RMA Rejection Policy

## Arista's Product Warranty

- XVI.** Limited Product Warranty
- XVII.** Warranty Limits and Exclusions

## Arista's Limited Liability

- XVIII.** Limited Liability Policy
- XIX.** Customer Responsibility
- XX.** Disclaimer

## Product Limited Warranty

### **I. Limited Warranty Coverage**

- If product does not work properly because of a defect in materials or workmanship, Arista Corp. will, for the length of the period of two years, starting with the date of original purchase (invoice date), at its option either repair your product with new or refurbished parts, or replace it with new or a refurbished product.
- The decision to repair or replace will be made by Arista Corp. During the “Labor” Limited Warranty period there will be no charge for labor. During the “Parts” Limited Warranty period, there will be no charge for parts.
- The customer pays the freight for shipping the defective products to Arista Corp. After repair or replace, Arista Corp. will ship and pay UPS Ground for the products being shipped back to the customer.
- This Limited Warranty only applies to products purchased and serviced in the United States. Customers outside of the United States will need to pay the freight for shipping to Arista Corp. and shipping back to the customer after repair or replacement.

### **II. Limited Warranty Limits and Exclusions**

- This Limited Warranty only covers failures due to defects in material or workmanship, and does not cover normal wear and Tear, cosmetic damages .
- The Limited Warranty does not cover damages due to external causes including, but not limited to, failures which are caused by products not supplied by Arista Corporation.
- The Limited Warranty does not cover damages and/or failures which result from negligence, accidents, misuse, abuse, neglect, mishandling, misapplication, alteration, faulty installation, set-up adjustment, improper maintenance, power surge, problems with electrical stability, failure to maintain environmental conditions within operating range specified by manufacturer, relocations or attempts to relocate systems, lighting damage, modification, service by anyone other than authorized service providers, usage not in accordance with product















