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## **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

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instructions, failure to perform required preventive maintenance, problems caused by use of parts and components not supplied by Arista, and/or adding or altering components without concurrence of Arista Technical Support.

- Any signs that the serial numbers have been altered or tampered will void this warranty.
- There is no expressed warranty except as stated under "Limited Warranty Coverage". Under no equitable theory shall Arista Corporation be held liable for monetary and/or non-monetary damages resulting from the normal or abnormal usage of our products. Use, distribution and/or similar engagement of our products constitute implied agreement to these and similar Arista Corporation Limited Liability policies.

## **Technical Support**

### **III. Technical Support Availability**

- Arista Corporation is dedicated to your satisfaction. Arista's Technical Support Team will make every effort to solve the problem over the phone or through e-mail. If we cannot solve the problem over the phone or through e-mail, an RMA number will be issued.
- Information Needed When You Call  
Product Serial Number  
Details of the Problem

### **IV. Technical Support Contact Information**

- Technical Support Hours  
Monday through Friday: 8:30am-5:30pm PST
- Technical Support Phone Number  
Phone: (510) 226-1800 ext. 400  
Fax: (510) 226-1890
- Technical Support E-mail  
E-mail: [support@aristaipc.com](mailto:support@aristaipc.com)

## **RMA Procedures**

### **V. Return Material Authorizations**

- All returns require an RMA (Returned Material Authorization) number. Please contact Arista's customer service representative or complete the RMA request form to obtain an RMA number prior to returning product.
- Returns will be authorized in accordance with the following policy: If it is deemed that the part should be returned, Arista's customer service representative will give the customer a return authorization number and ship to address to return the product.
- Products will not be accepted by Arista Corp. RMA department for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.
- Products must be returned within 30 days after the date of RMA number issued. After a 30-day period, the RMA number issued will be invalid. Please do not return products with invalid RMA numbers; Contact Arista's customer service representative if your RMA number is invalid.

### **VI. Warranty Returns**

- Products to be returned must be within the applicable warranty period. If the warranty period is over, the original product will be returned to the customer.
- The RMA number for Warranty Return will be issued within 24 hours from the time that the RMA application form is received by Arista.

### **VII. Non-Warranty Returns**

- If the customer wishes to return a product for repair that is no longer within the warranty period, or for damage not covered by the warranty, an Arista sales representative will advise the customer of the estimated cost of the repair.
- Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

## **RMA Credit Policy**

### **VIII. Returns for Credit & Credit Types**

Returns for credit that require Arista's management approval may take up to 48 hours for processing/approval. Products can be returned for credit with the following conditions:

- **Dead on Arrival (DOA):** Customer must report DOA units to Arista's RMA department in 14 calendar days after the product is received. Customer can request either return for credit or replacement. If replacement is requested, Arista will ship the replacement in 7 calendar days and invoice customer for the replacement. A credit memo will be issued to the customer after the DOA product is received and verified.
- **Evaluation Return:** Customer must notify Arista's RMA department before or at the end of the evaluation period if customer decides to return the evaluation unit. An RMA number must be obtained from Arista prior to returning the unit.
- **Short Shipment:** Customer must report for any item received short-shipped or wrong products received in 7 calendar days after the product is received. Customer can request either shipment of missing items, replacement of wrong item or return for credit. If shipment of missing items or replacement of wrong items is requested, Arista will ship the replacement in 7 calendar days. A credit memo will be issued to the customer after the returned product is received and verified.
- **Non-Open-Box Return:** In a case where a customer places an incorrect order, over stock or double orders. The customer can request return for credit with the following restocking fee applied.
- **Restocking Fee:** A 15% restocking fee would apply to the non-open-box when returned within 3 months after invoice date. A 30% restocking fee would apply to the non-open-box returned within 6 months. Beyond 6 months after invoice date, a 50% restocking fee would apply to the non-open-box returned within 12 months. Beyond 12 months after invoice date, Arista will not grant authorization to return the non-open-box for credit.
- **Return Condition:** All valid return for credit products must be returned in the original packaging in "as new" condition with all items and accessories originally shipped with the product. Any damages will be assessed and the cost of repair or refurbishment will be deducted from the credit issued.

- **No Credit DOA:** No credit will be given to the customer for DOA products received by Arista beyond 30 calendar days after invoice date. No credit will be given to all non-cancelable, non-returnable, custom order parts.

## **RMA Transportation Policy**

### **IX. Transportation Charges**

- All customers are responsible for all freight charges involved in shipping the defective products to Arista Corp. Arista Corp. will cover the cost of returning products that are under warranty via UPS Ground to customers in the United States after repair or replacement.
- International customers are responsible for all transportation, insurance, duties and other similar charges for all returned products shipped outside of the United States must ensure that the product is appropriately packaged. Shipping damages resulting from improper packaging will be the customer's responsibility.
- Arista is not responsible for product lost during shipment. All products being returned for Limited Warranty repair or replacement must be sent freight prepaid.

### **X. Transportation Damages**

- In cases of transportation damage, customer is responsible for filing any and all claims with the shipping carrier.
- To avoid any potential risk that an RMA product is lost or damaged while in transit to Arista, it is recommended that the customer insures and declares the full value of the RMA product since the customer is 100% responsible for the RMA product while in transit to Arista.
- We urge customers to pack the RMA product carefully to avoid transit damage.

### **XI. Refused Shipment Restocking Fees**

- If a customer refuses a shipment, credit will be issued after refused product is received and verified by Arista. The shipping charge plus 15% restocking fees will be billed to the customer.

## **RMA Shipping Instruction**

### **XII. Product Non-Acceptance**

- Products will not be accepted by Arista Corp. if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.
- Any products refused by Arista will incur the fees and/or charges applied by the shipping carrier, and shall be the sole liability of the original shipper.

### **XIII. Sample RMA Shipping Label**

<p><b>ARISTA CORPORATION</b> Attention: RMA Department 40675 Encyclopedia Circle Fremont, CA 94538 RMA: # _____</p>
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### **XIV. Package Identification**

- Each box must reference the following information: Customer/Contact Name · Return Address · Phone Number · RMA Number (issued by an authorized ARISTA source).
- The RMA number must be written on the outside of the shipping container for identification purposes.
- Shipments not properly identified will be refused.
- To avoid any discrepancy of items received, please do not return accessories (manual, driver CD, OS CD, cable, etc.) with RMA unit for repair.
- If available, use the original box/packaging to ship back RMA unit to avoid transit damage.

## **XV. RMA Rejection Policy**

Products will not be accepted by Arista Corp. if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package. Arista reserves the rights to return any RMA product received that does not comply with the information given on the original Return Material Authorization (RMA) request, such as:

- Invalid RMA number
- RMA number not visible and/or not on the box shipping label
- RMA condition described by customer differs from actual product condition
- Expired RMA number
- Unauthorized return (no RMA # was issued)
- No Arista serial number on the product
- Product physically damaged

If you have any questions regarding Arista's RMA procedures, product returns policies and/or other similar issues, please call Arista's Customer Service and RMA Department during office hours, Monday through Friday (8:30am-5:30pm PST)

- Phone: (510) 226-1800 ext. 400
- Fax: (510) 226-1890
- Email: [RMA@AristaIPC.com](mailto:RMA@AristaIPC.com)

## **Arista's Product Warranty**

### **XVI. Limited Product Warranty**

- 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, which starts 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 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.

## **XVII. Warranty Limits and Exclusions**

- This Limited Warranty on failures due to defects in material or workmanship, and does not cover normal wear and tear, cosmetic damage or similar.
- 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 instructions, failure to perform required preventive maintenance, problems caused by use of parts and components not supplied by Arista, and/or adding or altering components without concurrence of Arista technical support.
- Any signs that the serial numbers have been altered or tampered will void this warranty.

## **Arista's Limited Liability**

### **XVIII. Limited Liability**

- Arista Corporation is not liable for incidental or consequential damages resulting from the use of Arista products or arising out of any breach of Arista's full limited warranty.
- Under no equitable theory shall Arista Corporation be held liable for monetary and/or non-monetary damages resulting from the normal or abnormal usage of our products. Use, distribution and/or similar engagement of our products constitute

implied agreement to these and similar Arista Corporation Limited Liability policies.

- Arista Corporation is not liable for damages or reimbursement for lost time, lost revenue, cost of having someone remove or re-install an installed unit if applicable, or travel to and from the service providers.
- All expressed and implied warranties, including the limited warranty of Merchantability are limited to the period of the limited warranty, unless otherwise indicated in writing by Arista Corporation.

## **XIX. Customer Responsibilities**

- By requesting service, the eligible customer acknowledges the terms of the limited warranty, including the disclaimer and limitation of liability provision.
- Prior to seeking service, the end user must back-up all data, programs, files and/or similar digital documents that may become damaged and/or lost due to service.
- Arista Corporation, WITHOUT LIMITATION, is not responsible for lost, damaged or otherwise destroyed data due to service.

## **XX. Disclaimer**

**ARISTA RESERVES THE RIGHT TO CHANGE ANY OF ITS TERMS OF SERVICE, WARRANTY POLICIES, SERVICE PROGRAMS, SERVICE METHODS AND/OR SIMILAR POLICIES AT ANY TIME AND WITHOUT PRIOR OR FORMAL NOTICE TO ITS CUSTOMERS, VENDORS, RESELLERS, END USERS OR SIMILAR.**