

## DoubleRadius Materials Policies Terms and Conditions

DoubleRadius stands behind our products and takes pride in every package that we ship. Should damage, loss, or failure occur, or if you are unhappy with your product in any way please let us know. If you have any questions or comments please contact our Operations Department.

### TRANSIT DAMAGE/LOSS POLICY:

1. Inspect all packages promptly upon receipt.
2. Do not accept a damaged package until the courier making delivery has noted the damages.
3. If damaged items are found after unpacking, or if you are missing any items save the box and call DoubleRadius.
4. Damages must be reported within 24 hours to ensure your eligibility for credit.
5. Misships must be claimed within 7 days.

### RMA POLICY:

1. A Return Materials Authorization (RMA) number is **required** for all returns.
2. A RMA number is valid for 30 days.
3. The RMA number must be visible on all returns. **DO NOT WRITE ON THE ORIGINAL PRODUCT BOX!**
4. RMA product will be refused and returned to the customer under the following circumstances:
  - A. If product is returned missing any components sent with the original order.
  - B. If the condition of the returned product is misrepresented in any way.
  - C. If the received product is damaged in any way.
  - D. If there is not a valid RMA number.
  - E. If product returned as DOA is tested and found to function properly.
  - F. If product is received past the 30 day limit on RMAs.
5. Solution Providers are ultimately responsible for the condition of returned items. These policies should be clearly communicated to any end-user.
6. Solution Providers are responsible for any costs incurred by DoubleRadius due to misrepresentation of the product.
7. The customer is responsible for freight cost when returning product.

### RETURNS POLICY:

1. **NO** open box returns for functioning products. Product box must be clean and undamaged, with no marks of any kind. This includes writing, stamps or shipping labels, and written RMA numbers. **All returned products must be double boxed.**
2. Original manufacturer's packaging, both inner and outer, must be complete and undamaged. All manuals, cables, power supplies, accessories, and etc. must be included. Product must be complete as originally received.
3. Customers have 15 days from date of receipt to request a return.
4. Customer is responsible for all shipping costs when returning product.
5. All returns will be subject to a restocking fee.

FAILURE POLICY: If your product fails or malfunctions please contact the following:

- **Deliberant Units:** Deliberant (<http://support.deliberant.com>) or call 800-742-9865
- **EnGenius Units:** EnGenius Datacom 1-888-735-7888 EXT 517 or [support@engeniustech.com](mailto:support@engeniustech.com)
- **LigoWave Units:** LigoWave Support (<http://support.ligowave.com>) or call 1-877-544-6928
- **Motorola Units:** Please contact DoubleRadius.
- **Tranzeo Units:** Tranzeo Technical Support 1-888-460-6366 or [support@tranzeo.com](mailto:support@tranzeo.com)
- **Ubiquiti Units:** Ubiquiti Technical Support Center at 408-942-1153 or [support@ubnt.com](mailto:support@ubnt.com)
- **WaveRider Units:** Vecima/WaveRider Support (<http://www.vecima.com>)
- **All other manufacturers:** Please contact DoubleRadius for assistance.