

Warranty Policy

This warranty applies from 1 July 2024 onwards. It does not apply to purchases in Asia, the Pacific, or Oceania

Allied Telesis Hardware Warranty

Allied Telesis, Inc. (hereinafter "Allied Telesis") offers a Hardware Product Warranty for your purchase with Assured Warranty (effective July 1st, 2024) for all Products purchased after January 1st, 2024, from an Approved Source. For the purpose of this Warranty Offering, an "Approved Source" means (a) Allied Telesis; or (b) A Distributor or Systems Integrator authorized by Allied Telesis to distribute/sell Allied Telesis Hardware, Software and Services within your territory to end users; or (c) A Reseller authorized by any such Distributor or System Integrator in accordance with the terms of the Distributor's agreement with Allied Telesis to distribute/sell the Allied Telesis Hardware, Software and Services within your territory to end users. All Allied Telesis Warranties apply to the end customer or original owner (the individual who purchased the Product for their own use), also referred to as the end user, and are not transferable. Allied Telesis Warranties are subject to and provided only on the terms and conditions as set out in the Warranty version published on this site, or for pre-2024 Warranty versions please refer to our website.

Purchaser's embedded Software may be subject to the Allied Telesis End User License Agreement (EULA) or specific Software Warranty terms for additional software products loaded on the device.

90-Day Warranty

Allied Telesis warrants solely to the end-user purchaser ("Purchaser") that the Allied Telesis Hardware ("Product") purchased from Allied Telesis, or an Approved Source will be free from defects in materials and workmanship for a period of two (2) years from the date the Purchaser buys such Products.

Two-Year Warranty

Allied Telesis warrants solely to the end-user purchaser ("Purchaser") that the Allied Telesis Hardware ("Product") purchased from Allied Telesis, or an Approved Source will be free from defects in materials and workmanship for a period of two (2) years from the date the Purchaser buys such Products.

Five-Year Hardware Warranty

Allied Telesis warrants solely to the end-user purchaser ("Purchaser") that the Allied Telesis Hardware Product(s) ("Product") purchased from Allied Telesis, or an Approved Source will be free from defects in materials and workmanship for a period of five (5) years from the date the Purchaser buys such Product.

Limited Lifetime Hardware Warranty

Allied Telesis warrants solely to the end-user purchaser ("Purchaser") that the Allied Telesis Hardware product(s) ("Product") purchased from Allied Telesis, or an Approved Source will be warranted free from defects in materials and workmanship for the lifetime of the Product. Allied Telesis Limited Lifetime Hardware Warranty support will be discontinued five (5) years after the Product's End of Sale announcement ("EOS").

For more details, please refer to Allied Telesis' Terms and Policies at: <https://www.alliedtelesis.com/policies>

Allied Telesis Warranty - Terms and Conditions

Allied Telesis warrants that:

1. Starting from the date of shipment to Customer (and in case of resale by Approved Source, commencing no later than ninety (90) days after original shipment from Allied Telesis).
2. Product will be free from defects in material and workmanship when used in a proper and permitted manner.
3. The date of shipment of the Product is enclosed with the packing material in which the Product is shipped.
4. This Warranty extends only to the original purchaser of the Product and is not assignable. Allied Telesis makes no express or implied warranties including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose, except as expressly set forth in this Warranty. In no event shall Allied Telesis be liable for incidental or consequential damages, costs, or expenses arising out of or in connection with the performance of the product delivered hereunder. Allied Telesis will in no case cover damages arising out of the Product being used in a negligent fashion or manner.

5. This Warranty does not extend to any Reseller, Distributor, Integrator or any other intermediary who buys the Product from Allied Telesis and resells it, either by itself or as part of another assembly, to the End User.
6. Customer's sole and exclusive remedy and the entire liability of Allied Telesis and its suppliers under this limited Warranty will be, at Allied Telesis's discretion, either the shipment of a replacement within the Warranty period and according to the replacement process described in the warranty card (if any), or if no warranty card, as described on the Allied Telesis website or a refund of the purchase price, if and only if the Product is returned to Allied Telesis, freight and insurance prepaid. NO OTHER WARRANTIES, SUCH AS FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSED OR IMPLIED. ALLIED TELESIS IS NOT LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES, INCLUDING LOSS OF DATA, ARISING FROM ANY CAUSE OR THEORY. AUTHORIZED RESELLERS ARE NOT AUTHORIZED TO EXTEND ANY DIFFERENT WARRANTY ON ALLIED TELESIS'S BEHALF.
7. Allied Telesis's obligations hereunder are conditioned upon the return of affected Hardware in accordance with Allied Telesis's current Return Material Authorization (RMA) procedures. Failure to properly protect the Product during shipping may void this Warranty. The return authorization number must be written on the outside of the carton to ensure its acceptance. We cannot accept delivery of any equipment that is sent to us without an RMA number. The Customer must pay for the non-compliant Product(s) return transportation costs to Allied Telesis for evaluation of said Product(s) for repair or replacement. Allied Telesis will pay for the shipping of the repaired or replaced in-warranty Product(s) back to the Customer (any and all customs charges, tariffs, or/and taxes are the customer's responsibility). Warranty service requires the unit to be returned to the country of purchase. Allied Telesis will return repaired or replaced units to that country. Customers are responsible for any onward shipping if they move the product to another country. Allied Telesis reserves the right (for exceptional cases) to charge a \$140 fee for all testing and shipping incurred, if after testing, a return is classified as "No Problem Found."

This Warranty does not cover damage from accident, acts of God, neglect, contamination, misuse or abnormal conditions of operation or handling, including over-voltage failures caused by use outside of the Product's specified rating, or normal wear and tear of mechanical components.

Allied Telesis will, at its option:

- Repair the defective product to functional specification at no charge
- Replace the Product with an equivalent functional Product
- Refund a portion of purchase price based on a depreciated value

NOTE: To return a defective Product for Warranty coverage, contact Allied Telesis' Customer Support for a return authorization number.

Limitations on Hardware Product Warranty

The above listed Limited Hardware Product Warranty and the Software Warranty defined in the Software – End User Software License Agreement, does not apply if the Product or the Software or any other equipment upon which the Software is authorized by Allied Telesis to be used has been:

1. Altered by someone other than Allied Telesis or its authorized representative, OR
2. Not installed or not operated or not repaired or not maintained in accordance with instructions supplied by Allied Telesis; OR
3. Subjected to physical or electrical stress, abnormal environmental conditions, misuse, negligence, or accidents that do not conform with the stated performance specifications as defined by Allied Telesis; OR
4. Licensed and/or loaned and/or provided for beta, evaluation, testing or demonstration purposes.
5. If Allied Telesis determines that customer is not using a certified SFP module with Allied Telesis Product, Allied Telesis reserves the right to void the Product Warranty and/or Service and/or Support Agreement.

The Software Warranty also specifically does not apply to:

1. Any temporary and/or test and/or trial Software modules; OR
2. Any Software not made publicly available by Allied Telesis; OR
3. Any Software that Allied Telesis expressly provides on an "AS IS" basis; OR
4. Any Software for which Allied Telesis does not receive a license fee.

Disclaimer of Warranty

Except as specified in this Warranty, all express or implied conditions, representations, and warranties including, without limitation, any implied warranty or condition of merchantability, fitness for a particular purpose, non-infringement, satisfactory quality, non-interference, accuracy of informational content, or arising from a course of dealing, law, usage, or trade practice, are hereby excluded to the extent allowed by applicable law and are expressly disclaimed by Allied Telesis, its suppliers and licensors.

To the extent an implied warranty cannot be excluded, such a warranty is limited in duration to the express warranty period. Because some states or jurisdictions do not allow limitations on how long an implied warranty lasts, the above limitation may not apply. These warranties give the customer specific legal rights, and the customer may also have other rights which vary from jurisdiction to jurisdiction.

This disclaimer and exclusion shall apply even if the express warranty set forth above fails in its essential purpose.

Choice of Laws

This Agreement is controlled by and governed under the laws of the State of California, United States of America, notwithstanding any conflicts of law provisions; and the state and federal courts of Santa Clara County, California shall have exclusive jurisdiction over any claim arising under the Agreement or Warranties.

Parties specifically disclaim the application of the UN Convention on Contracts for the International Sale of Goods. Notwithstanding the foregoing, either party may seek interim injunctive relief in any court of appropriate jurisdiction with respect to any alleged breach of such party's intellectual property or proprietary rights. If any portion hereof is found to be void or unenforceable, the remaining provisions of the Agreement and Warranties shall remain in full force and effect. Except as expressly provided herein, the Agreement constitutes the entire agreement between the parties with respect to the license of the Software and Documentation and supersedes any conflicting or additional terms contained in any Purchase Order or elsewhere, all of which terms are excluded. The Agreement has been written in English, and the parties agree that the English version will govern.