

3 Year Standard Warranty

Warranty Information for North America

Warranty Points

1. **Free Replacement of Parts + Labor**

No charge for parts or labor issues due to manufacturing defects.

2. **Free Support**

Direct lines to technical staff and engineers who take pride in their work.

3. **Free Software Updates and Patches**

Firmware Development is always an ongoing process for us. Contact us for the most up to the date firmware and patches to make sure your equipment is always running.

4. **Prompt Replacement of Parts**

Replacement units and parts are shipped out with utmost priority to ensure minimal equipment downtime.

Extended Warranties

Extended warranties offer the same standard warranty for extended periods of time. All products come with the default Standard 3 year warranty unless stated otherwise.

Warranty	Term	Pricing
Standard	3 years total	FREE
4 Year Extended	4 years total	5% of product unit price
5 Year Extended	5 years total	10% of product unit price

This limited warranty covers any defects in materials or workmanship under normal use during the Warranty Period. During the Warranty Period, Synaccess will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance. Warranty period for your product starts on the original date of purchase as shown on your sales receipt or invoice or as may be otherwise specified by Synaccess. This **warranty policy applies to all standard SynLink SP and MP series PDUs, as well as netBooter DX series PDUs.**

Synaccess will either repair the product at no charge using new or refurbished replacement parts or replace the unit. This Limited Warranty does not cover any problems that are caused by conditions, malfunctions, or damage not resulting from defects in material or workmanship.

The customer is responsible for the costs of shipping the items to Synaccess. When returning items, please package them appropriately to avoid damage during shipment. Synaccess is not responsible for any damage caused by poor packaging and has the right to refuse refunds, replacements, or exchanges if items are damaged upon receipt. Synaccess reserves the right to charge customers for parts and labor if the returned items are deemed non-defective by Synaccess. In such an event, Synaccess will not be responsible for the costs of shipping the items back to the customer. Synaccess is not responsible for the cost of return shipping to the customer unless the items have been deemed defective by Synaccess upon evaluation.