

Benefits of Return to Factory Warranty

Overview

The Return to Factory Warranty is an agreement for Garland Technology customers which provides the replacement of products and accessories should there be a manufacturing defect in the product.

Services

Subject to the provisions described below, this Garland Technology product is protected during the initial warranty period against defects in material and workmanship.

Technical Support Office

8 AM – 9 PM (CST) Monday – Friday (except for observed US Holidays)

+1-716-242- 8500

<https://www.garlandtechnology.com/support>

Repair or Replacement

If a product should prove to have a defect in material or workmanship and fail to perform within the warranted period, it will be repaired or replaced with the same or functionally equivalent product by Garland Technology at its discretion, free of charge, provided the customer:

1. Returns the product to a Garland Technology designated repair facility with shipping charges prepaid, and,
2. Provides Garland Technology with proof of the original date of purchase.

Repaired or replaced products will be returned to you via ground service by the common carrier with the shipping charges prepaid. Replacement products may be refurbished or contain refurbished materials. This process is typically completed within 5- 10 business days.

Additional Benefits

Customers with a Return to Factory Warranty Agreement will have limited access to the Garland Technology support team during business hours for basic technical assistance. Support issues for Return to Factory Warranty Agreement customers will be handled on a first come, first served basis. Web support is available and includes install guides and firmware updates.

To receive full support benefits, including: advanced replacement, remote configuration, unlimited support access, network design services, and more, Premier Technical Support should be purchased. Learn more about Premier Technical Support, contact your Garland Technology Sales Manager.

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Terms of Agreement

For this Return to Factory Warranty Agreement to be valid, the following **conditions must be met:**

1. Full payment for the Premier Technical Support Warranty must be made at the time of purchase unless otherwise stipulated.
2. An account will be considered delinquent under the following circumstances:
 - a. Faulty products that are being exchanged are not returned to Garland Technology within ten (10) business days of receiving replacement equipment.
 - b. The customer has failed to complete the purchase process within the specified terms.
3. Grounds for termination of this agreement include:
 - a. The customer is delinquent in returning equipment.
 - b. This service agreement has not been paid for in full.
 - c. The customer resides in a country on the US Department of Commerce embargo list.
 - d. The customer is found to be falsifying any claims on hardware or accessories.
 - e. The customer knowingly uses the agreement to take advantage of services and benefits for products not covered under the agreement.
 - f. The products covered by this agreement have been altered or repaired by a shop not previously approved by Garland Technology.
4. Premier Technical Support Agreement is not transferable to a new owner, even if this hardware or software has been resold.
5. If a product is currently out of warranty and the customer wishes to have it covered, the product must be deemed "warranty supportable" by a Garland Technology authorized service center before it will be eligible for coverage under this agreement. There will be a nominal charge for this service but the fee may be waived if the customer waits a minimum of thirty (30) days before using any repair or exchange benefits.
6. Any product (hardware or accessory) that has been abused or "worn out" due to normal usage does not qualify for service or benefits under the Premier Technical Support Agreement. Garland Technology reserves the right to determine if the cause of failure is due to abuse of the product. Should Garland Technology determine that the product failure is due to abuse, any services or benefits of this Service Agreement will be null and void and future coverage will be denied, unless the product has undergone repair by an authorized Garland Technology service repair facility. Abuse includes (but is not limited to) damage resulting from dropping the unit, misuse of the product, or neglect.
7. The terms of this Agreement are subject to change at any time.



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Except as specifically provided in this Agreement or as required by law, the warranties stated above are exclusive and in lieu of all others, oral or written, express or implied. Any or all other warranties expressly excluded. Garland Technology shall not under any circumstances be liable to any person for any special, incidental, indirect or consequential damages, including without limitation, damages resulting from use or malfunction of the product, loss of profits or revenues or costs of replacement goods, even if Garland Technology is informed in advance of the possibility of such damages.

