

HARDWARE WARRANTY TERMS AND CONDITIONS

1. Synchronweb Technology (ST) warrants that all products have been through Synchronweb Engineering Team Quality Control and declared as well function in the Quality Control Form (QC Form).
2. This warranty applies only for all customers who make direct purchase from ST.
3. The Warranty applies for **Ubiquiti & Mikrotik** warranty applies are **2 years** & accessories are **1 year** from date of delivery . The Warranty applies for **MIMOSA & IPCOM** warranty applies are **3 years** & accessories are **2 years** from date of delivery .The warranty is valid from the delivery date, which is enclosed in the Delivery Order (DO) form.
4. Warranty is invalidated if the defect is caused by:
 - *Negligence at the moment of delivery process.*
 - *Negligence of customers, including usage not under instructions (misuse), abuse, crash with another hardware, fall down, drop into water, etc.*
 - *The hardware identity (warranty seal, Mac Address, Serial Number and Hardware name) has been lost, replaced, or damaged.*
 - *Service has been done previously by other company/person outside ST.*
 - *Force Majeure, such as: high voltage; fire; lightning; catastrophe; revolt/chaos/war; sabotage; strike; government regulation (either central or regional), Institution or Police Department; and other instances which are declared as force majeure by Official Government.*
5. Warranty is exclude:
 - *Service charges to vendor (if needed).*
 - *The shipping cost from customer location to Synchronweb or return to vendor location either domestic or overseas.*
6. Warranty Claim Procedure:
 - *Customer needs to inform ST either via email or help@synchronweb.com on the product damage within 1x24 hours.*
 - *Customer delivers the damage product to ST by attaching copy of **Delivery Order (DO) form and Quality Control Form (QC Form) form**. ST will not process the warranty if you do not provide the returning product with complete documents.*
 - *ST has authority to evaluate and judge the defect and cause. The evaluation result will be reported and informed to customer.*
7. ST has authority to change, add or deduct warranty terms and conditions without prior notification.