



1-888-490-3645
www.swginc.net

SWG INC. REPAIR SERVICE

- Inventory arrives on site and is cataloged and documented for repair tracking and warranty service tracking by the date it arrives and leaves the facility. 15 business day turn around estimation for repair.
- Lab testing: power, connectivity, Ethernet, transfer via serial or Ethernet, packet transfer, RF, association, downlink/uplink, Ethernet, rate and radio errors etc.... RF isolation eliminating any RF leakage from surrounding equipment, interference injection and noise floor verification.
- Once repair is complete a Repair Report is generated and supplied with results of repair as "Fixed" or "Not Fixed".
- Warranty and RMA: All products repaired by Surplus Wireless Gear Inc. are warranted to our customer who presents same for repair as follows: all repaired components thereof for which we publish prices shall be free from defect in materials and workmanship (under normal use, storage, handling, installation and other normal conditions) for a period of 6 months from the date of our repair invoice. Our obligation shall be limited to the repair or replacement, at our choice, of any such defective component free of charge to our customer; if we decide that the component cannot be repaired or replaced, we shall credit your account with us in an amount equal to the sum you paid to us for the repair. Freight and rush fees for returned product remain the responsibility of the customer. Any warranty claim must be by written notice to us received before the end of the 6 month warranty period, together with return of the claimed defective product within this same period, and must include our RMA#. (Should a warranty claim be made, please call 888-490-3645 for RMA # prior to any return.) This warranty is given in lieu of any other warranties, either express or implied, including that we disclaim any warranty of merchantability fitness for a particular purpose, quality, and/or non-infringement. In no event shall we be liable for any damages except actual damages up to, but not exceeding, the amount paid to us for the product, including we shall not be liable for any consequential or indirect damages or lost profits whether or not advised of same. Surplus Wireless Gear tm is not a distributor sanctioned by the original manufacturer and we are not a party to any manufacturer's warranty that may or may not apply. New Products - Factory New Factory Packaging (Factory Warranty): At no time does Surplus Wireless Gear Inc. assume ownership of equipment not owned by Surplus Wireless Gear Inc.. Warranty and conditions subject to change. Please visit www.swginc.net.