



**Dead-On-Arrival (DOA) Policy**

(effective Dec-16)

Ver. 1.0

## OBJECTIVE

To provide hassle free, box-pack replacement support for brand new DIGISOL products found defective during installation.

## SCOPE

1. DIGISOL ACTIVE product range including but not limited to Wi-fi products, ADSL products, Broadband products, Managed/ Unmanaged Switches, Routers etc.
2. End users of DIGISOL products.

## WHAT IS DOA

DIGISOL products determined to be defective at the time of installation are to be returned to the nearest designated Service Center within 7 days (from the date of Invoice) by the end user. The end user will be issued a new box pack unit after verifying eligibility.

## WHAT IS COVERED?

Typical defects with the unit could include the device not powering ON, power on self test fail, functional failure or have some undisclosed workmanship defect with the product after it was received with factory seal intact. In rare and genuine cases, DOA shall cover any pre-existing physical damage discovered at the time of opening your box pack unit.

## DOA PROCESS: HOW TO CLAIM

- (1) Please call Technical Support on Toll Free 1800-209-3444 for troubleshooting.
- (2) If the problem cannot be solved and it is determined that the product is defective by the technician, you will be asked to take the product to your nearest DIGISOL service center. Service center co-ordinates will be provided on-call.
- (3) DOA is only applicable for issues reported to our technical support team within 7 days of purchase of the product. This is final and binding.

## @SERVICE CENTER DURING SUBMISSION

1. Please submit your DIGISOL product in good condition with the original box pack & all accessories intact, along with the original purchase invoice.
2. The following checklist will be followed to ascertain eligibility.

<u>Approve</u>	<u>Reject</u>
<ul style="list-style-type: none"> <li>✓ Original Invoice (within 7 days)</li> <li>✓ Serial No on Box/ Prod match</li> <li>✓ Brand New condition</li> <li>✓ Accessories intact</li> </ul>	<ul style="list-style-type: none"> <li>× Beyond 7 days of sale</li> <li>× Unit sent in a different Serial No. box</li> <li>× Box/ unit looks used (scratches, dents etc)</li> <li>× Accessories missing</li> <li>× No invoice</li> <li>× Physical damage</li> </ul>

**P.S: Exceptional rejections for EOL/ EOS products or those factory billed or shipped more than 2 yrs back.**

3. Authorized personnel will inspect your submission and subject to eligibility criteria above, issue you a box pack replacement of the same model on the spot.
4. In case ready replacement is not available in stock, you might be requested to return for the same later. A service slip or reference number regarding the same should be obtained from the service personnel.
5. Any refund requests and disputes will be confined to your point of sale policies and are outside the purview of this document.

### CUSTOMER CHECKLIST TO BE FOLLOWED BEFORE SUBMISSION

1. Original Box Pack/ Accessories/ Invoice WITHIN 7 days of purchase from your re-seller or POS.
2. Prime return condition (without scratches, dents etc)
3. No physical damage arising out of improper use/ manhandling.

### WHY SHOULD I CALL TOLL FREE?

1. It is strongly recommended to troubleshoot your DIGISOL product by calling technical support to rule out any possible compatibility or third party issues pertaining to your network setup.
2. If the problem relates to your PC or network setup, a replacement will not help resolve the problem.

## STANDARD WARRANTY/ RMA SERVICE

DOA rejection cases may be offered standard warranty/ repairs service subject to eligibility.

This is, at all times, subject to prima facie inspection and verification of the product and its usage for any user induced physical damages arising out of misuse etc. If this is confirmed, warranty service might be refused or done on a chargeable basis. Please contact your nearest RMA center for more information on this. Their call will be final.

QUERIES/ HELPLINE



1800-209-3444



[helpdesk@digisol.com](mailto:helpdesk@digisol.com)