

## END USER WARRANTY

ATEL warrants to the original retail purchaser of the Products, that should this Product or part thereof during normal consumer usage and condition, be proven to be defective in material or workmanship that results in product failure within the first twelve (12) months from the date of purchase as shown on end user's original sales receipt from an authorized sales agent. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at ATEL's option without charge for parts or labor directly related to the defect(s).

Power adapters and other accessories sold as in box items are also warranted against defects and workmanship that results in product failure within the first six (6) months period from the date of purchase as shown on end user's original sales receipt. Such defect(s) will be repaired or replaced (with new or rebuilt parts) at ATEL's option without charge for parts or labor directly related to the defect(s).

The limited warranty for Products will be voided if any of the following conditions occur:

- Non-compliance with the instructions for use or installation, or with technical and safety standards applicable in the geographical area where the Product is used;
- Connection to any equipment not supplied or not recommended by ATEL;
- Modification or repair performed by individuals not authorized by ATEL or its Affiliates;
- Acts of God such as inclement weather, lightning, power surges, fire, humidity, infiltration of liquids or foods, chemical products, download of files, crash, high voltage, corrosion, oxidation;
- Removal or altering of the Product's event labels or serial numbers (MEID/IMEI);
- Damage from exposure to water or other liquids, moisture, humidity, excessive temperatures or extreme environmental conditions, sand, excess dust and any condition outside the operating guidelines;
- Defects in appearance, cosmetic, decorative or structural items such as framing and non-operative parts.
- Damage as result of physical abuse.

There are no express warranties, whether written, oral or implied, other than this printed limited warranty, or the mandatory warranty provided by your jurisdiction. In no event shall ATEL or any of its Affiliates be liable for incidental or consequential damages of any nature whatsoever, including but not limited to commercial loss, to the full extent those damages can be disclaimed by law. Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you.

How to Obtain Support: Contact the customer care center by calling 833-FAQATEL (1-833-327-2835), or by visiting [www.atel-usa.com](http://www.atel-usa.com). Warranty instructions can be found under the Support tab of the website. ATEL has included many self-help tools and FAQ's, all listed under the Support tab. These tools may help you to isolate the problem and eliminate the need to send the Product in for service. In the case that the Product is no longer covered by this limited warranty due to time or condition, ATEL has other out of warranty repair options that you may utilize.

To obtain hardware repairs or replacement within the terms of this warranty, contact ATEL's authorized service provider to start an RMA and get an RMA number. Make sure to include a copy of the original proof of warranty coverage (e.g. original copy of the dated bill of sale, invoice), the consumer's return address, the wireless carrier's name, a daytime phone number, and email address along with a complete problem description. Only ship the Product. Do not ship the memory cards, SIM cards, or any other accessories (such as the power adapter). You must properly package and ship the Products to the repair center. ATEL is not responsible for packages that do not arrive at the service center. Upon receipt, the service center will verify the warranty conditions, repair, and return the Product to the address provided for the end-customer.

## **IN-WARRANTY POLICIES PROCEDURES**

### **Instructions for Creating an RMA**

1. Go to the ATEL website – [www.atel-usa.com](http://www.atel-usa.com). On the right-hand side of the screen click “Support” → “Warranty”. The Warranty page will have a brief introduction of our Warranty process and from there you can choose between the following options:
  - a. “Create an RMA”
  - b. “Check RMA Status”
2. If you have already created an RMA and want to check its status, please click on the corresponding link and enter your information as prompted.
3. If you need to Create an RMA, click on the corresponding link and being to enter in all of your information. Please complete the full form without skipping any sections.

**IMPORTANT:** If you are submitting a return for an ATEL customer you must enter the customer's information not the store's information.

4. Once all information is entered and you have verified that it is correct you can Submit your RMA.
5. After you've submitted your RMA, you will receive an email to confirm your RMA number. Make sure to save this email for future use.

**NOTE:** Emails may go to your spam folder.

6. Your RMA is now created, and you can log-in any time to check the status by visiting our “Warranty” page and clicking on the “Check RMA Status” link.

## **HOW TO OBTAIN WARRANTY SERVICE**

**Step 1:** Create an RMA (instructions above).

**NOTE:** Device repairs without an RMA will be returned unrepared.

**STEP 2:** Please package and protect your device during shipping as any damage incurred as a result of shipping will be considered as physical damage and will not be eligible for the manufacturer's warranty. ATEL recommends using a box over a padded envelope.

**Step 3:** Please ship your device to the following address with the shipping label provided via email. If you wish to create your own shipping label, please ship your device to the address provided below:

4055 Corporate Drive, Suite 400  
Grapevine, TX 76051

### **What to include with your device:**

- Copy of your Proof of Purchase (POP) or commercial invoice.
- For new models, the product manufacture's date will be used instead of POP/Commercial Invoice.
- Copy of the RMA confirmation email / RMA number and defective accessory if applicable.
- Please **KEEP / do NOT include** your SIM and memory cards.
- Please **INCLUDE** battery and back cover.
- Please only ship one device per RMA, per shipping label and tracking number.
- **WE HIGHLY RECOMMEND YOU INSURE THE PACKAGE.** Packages received with damaged or missing devices are not protected under the standard warranty.

Note: Please be aware that during the repair process your handset will be reprogrammed with the newest software. This means that all of your Personal Identifiable Information (PII) will be erased and no longer accessible on the device. Please backup and save any personal information that you have stored in your device.

### **DOA POLICY**

DOA (dead on arrival) devices are processed almost the same way as a warranty repair except they must meet the following conditions.

- DOA (Fault that presents/displays before the activation of the equipment), will be valid solely in the country for which the product was sold.
- The device must be returned with the packaging and all the original accessories, which will have to be in a perfect condition (without presenting/displaying blows, humidity or any other situation that invalidates the warranty).
- The Serial Number/MEID/IMEI of the original label of the device will have to be identical to Serial/the internal MEID/IMEI of the equipment (software) and to the one of the original label of the packing.
- The product can be repaired and/or be replaced according to the authorized effective procedure by ATEL.
- The distributor / Operator will have a time frame of 30 calendar days, for the return of units validated as DOA and will have to complete a check list wherein the date it was validated as DOA is indicated in which it was validated as DOA, the IMEI and the possible fault.
- Please process per the in-warranty repair portal.

### **OUT OF WARRANTY PROCESS**

If your ATEL device is determined to be out of warranty due to time or another cause, please contact ATEL USA support. Be sure to include your device model number, a description of the issue and your contact information. They will provide you with a repair quote after they have reviewed the problem. They may even be able to upgrade the cosmetic parts for a small fee.

ATEL Support Contact – [support@atel-usa.com](mailto:support@atel-usa.com)

ATEL Support Number – 1-(833)-FAQ-ATEL