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**Return Policy:** Per the standard GetWireless Return Policy, Nextivity products that are fully packaged in original packaging and show “no visible signs” of use may be returned in less than 30 days subject to a 25% restocking fee. No returns are accepted after 30 days other than for the repair of defective product within the warranty period.

**Warranty Period:** Nextivity products are supported by twenty four (24) month warranty from date of acceptance at the end customer, provided that date is within twenty six months (26) of original shipment from Nextivity’s factory. This warranty covers product defects and failures not attributed to mishandling or misuse by the user.

### **Requesting a standard RMA (Return Material Authorization) for defective product**

In the event of a defective product within the warranty period, the reseller can request a warranty RMA which allows for a like-new replacement unit to be shipped once the defective product is received and defect is confirmed. GetWireless Technical Support will review the Tier 1 support troubleshooting results and confirm the product defect before an RMA is provided. A Return Material Authorization (RMA) number is issued by GetWireless to the reseller with instructions for returning the product.

1. Resellers email GetWireless Technical Support at [support@getwirelessllc.com](mailto:support@getwirelessllc.com) and include the following information:
  - a. Subject Line of “Defective Product Warranty RMA request”
  - b. Reseller contact information – first and last name, phone number, return shipping address and email address
  - c. Manufacturer, model, and serial number
  - d. Detailed description of the issue and the steps taken during Tier 1 support to diagnose the specific failure mode
2. If there are any questions or if clarification is required, GetWireless Technical Support responds with questions regarding the troubleshooting steps taken to help ensure that the returned product will not result in NTF (No Trouble Found).
3. If all information is clear and the product defect is confirmed, GetWireless issues an RMA number and shipping instructions via email to the RMA requester. Returned defective product shall be shipped from the reseller with shipping costs covered by the reseller.
4. When the returned unit is received by GetWireless, it is evaluated generally within 2 business days.
  - a. If the product defect is confirmed, a replacement product from GetWireless “Swap Stock” is shipped via “ground” service with shipping costs covered by the support center

unless the resale partner wishes to provide a shipping account number for accelerated shipment. The serial number of the replacement product is linked to the original serial number within the GetWireless inventory management database and the remainder of the original warranty period is honored for the replacement product. The warranty period does not “reset” when a replacement product is shipped.

- b. If the product defect cannot be confirmed and is determined to be No Trouble Found (NTF), the RMA requester is notified that the returned product has been found to be NTF, and the original product is shipped back to the reseller at their expense.
5. Out of Warranty Product Failure: If a Nextivity product purchased from GetWireless fails after the warranty period has expired, the only option is to purchase a new unit.