



Cassia Networks Inc. – Limited Warranty Policy

If you are the original purchaser of a Cassia Bluetooth Router (“Equipment”), Cassia Networks warrants that the Equipment will be free from defects in material and workmanship for one (1) year from the date of purchase.

Exclusions

Cassia Networks does not warrant that the operation of the Equipment or Cassia IoT Access Controller or Cloud Hosting Service (“Service”) will be uninterrupted and/or error free, that it will accurately process all information or detect every activity. This warranty does not cover problems or damage resulting from: (i) accident, abuse, misuse, misapplication, or any unauthorized repair, modification or disassembly, whether or not intentional or intended; (ii) operation, maintenance or usage not in accordance with the user guides, documentation or specifications; (iii) use of consumables, such as replacement batteries, which were not supplied by Cassia Networks except where such restriction is prohibited by applicable law, or (iv) damage from lightning or shipment.

Important: Do not open the Equipment. Opening the Equipment may cause damage that is not covered by this Warranty. Only Cassia Networks or a Cassia Networks authorized partner should perform service on the Cassia Equipment.

Remedies

Cassia Networks’ entire liability and your exclusive remedy for any breach of this limited warranty will be, at Cassia Networks’ option, (i) to repair or replace the defective Equipment, or (ii) to refund the price paid. Please contact Cassia Networks Customer Care via email to **support@cassianetworks.com** and provide the following information:

- Contact name, company, phone number and address
- Model# (located on bottom product label)
- MAC address (located on bottom product label)
- Access Controller (AC) address that Cassia router is connected to, if applicable
- Short description of problem

A representative will determine whether your Equipment requires service and if it does, will inform you how Cassia Networks will provide it. Shipping and handling charges may apply except where prohibited by applicable law. Cassia Networks may, at its option, provide you with new, refurbished or used parts in good working condition to repair or replace the defective Equipment. Any replacement Equipment will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer or for any additional period of time that may be applicable in your jurisdiction. This limited warranty is not intended to alter the limitation of liability or the disclaimers made in any contract between you and Cassia Networks or the seller of the Equipment.



Important: Warranty service for Equipment is restricted to the country where Cassia Networks or its Authorized Distributors originally sold the device. For purchases outside the U.S. and Canada, please contact the point of purchase for warranty service.

National and State Statutory Rights Consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties herein. Some jurisdictions do not allow disclaimers of implied warranties, or limitations on how long an implied warranty lasts, so some of the above limitations or exclusions may not apply to you. This warranty provides you certain rights and you may have other rights that vary from state to state.

No Other Warranties

No Cassia Networks dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Revision date: 12/11/2019