

Warranty on Equipment

There is a 12-month warranty on all Ubiquiti products (Antenna, Extender, Access points etc.). All Mikrotik products (Wireless Range extender, Router etc.) carry a 12-month warranty. Wireless Router not to be moved after installation without written approval by installer and receipt of Consent confirmed. Liability form to be signed when Router is moved detailing that client is responsible for any damage to router after new placement.

NB. It's the client responsibility to insure equipment for the duration of the period as damage sustained

Deemed not to be of natural causes is not covered in Warranty.

Wireless Routers have a limited lifespan. However, choosing the worst kind of device can severely shorten the lifespan of your wireless router. A client has two options. Purchase a high in quality and best known by EM-i.t Wireless Router, which comes with a 12-month warranty.

Use your own wireless router of your choosing. EM-i.t is not responsible for any faults / errors which may occur with the device / whether wireless connectivity, LAN connectivity, Network printing or any Wi-Fi or LAN connected device connected to it.

NB: Equipment is owned by EM-i.t Technologies (Pty) Ltd (Service Provider)

48 HOUR NOTICE

*A 48-hour period is given to the client, free of charge if any problems may occur with the internet.
Thereafter a standard transport / labour fee will be charged.*

WARRANTY INFORMATION STATEMENT

- 1.1 The warranty does not apply to faults caused by any of the following (**Non Covered Events**):
- (a) any equipment not supplied by us;
 - (b) any interference with or modification to the equipment or a failure to use it in accordance with instructions;
or
 - (c) damage caused by you or someone who has used the equipment (for example misuse or exposure to liquid or excessive heat); or
 - (d) an external event (for example a fire or flood).
- 1.2 If on inspection of the returned equipment we determine that the fault was caused by a Non Covered event, you will be charged for the original equipment (or if the original equipment has already been paid for, you will not be entitled to a refund) and the replacement equipment.