

Gigalight Product Warranty Policy V1.0

This manual will be effective from October 1, 2021

1. Warranty start time

The warranty period of the product starts from the first day 90 days after the delivery of Gigalight to the customer.

2. Limited free warranty service content

2.1 Product free warranty description and warranty period:

Product Category		warranty period			
		1-Year Warranty	1.5-Year Warranty	2-Year Warranty	3-Year Warranty
Active products (include Optical transceiver module, Direct Attach Cables, Active Optical Cables, etc.)	Meet commercial applications				√
	Meet industrial applications		√		
Passive products (include PLC Splitter, CWDM MUX DEMUX , etc.)	Meet commercial applications			√	
	Meet industrial applications	√			

Software	-	√			
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Notes:

1. The old customers are executed according to the above warranty period, the new customers promise a one-year warranty period, and other signed agreements shall be determined in accordance with the agreement or commercial terms.
2. For those outside the free warranty period, the maintenance period is 3 years.
3. Man-made damage handling principle: If the damage is caused by improper use by the customer, no return will be accepted. During the free warranty period, they are guaranteed at cost prices. Outside the free warranty period, material costs and labor costs need to be charged.

2.2 Return and replacement policy

1. Replacement policy: After the customer receives the product, due to the quality of Gigalight's product, we support free exchange within 3 months.
2. Replacement policy: If the customer has purchased the wrong product or must replace the product due to compatibility issues, no matter where the responsibility belongs, after the consent of Gigalight, the replacement within 3 months is supported. If the responsibility is on the client side, the customer needs to pay for transportation costs and customs duties.
3. Software Compatibility Return Policy: Any customer who purchases goods from Gigalight and does not work due to compatibility issues can return the goods within 3 months after Gigalight agrees. After 3 months, it will be processed in accordance with the warranty policy.

4. For customized products, in principle, returns are not accepted, and products with quality problems are only accepted for repair. If the customer requires that the product must be returned and the product has no quality problems, it shall be processed at a 50% discount within 1 year, and the customer shall bear the freight, which shall be processed after the approval of Gigalight; no returns will be accepted for more than 1 year.

5. Sample returns are required to be returned within 1 year, and necessary material costs will be charged for more than 1 year, and the customer must bear the freight. The product must use its original manufacturer's packaging or equivalent packaging.

6. If you need to return the products under other circumstances, it shall be executed after Gigalight agrees.

7. Emergency replacement principle: In the case of product quality or man-made damage, after the approval of Gigalight, standard product shipments can be given priority to provide spare parts replacement; customized products do not support emergency replacement.

2.3 Other matters of after-sales service

1. RMA shipping principle: Gigalight is not responsible for shipping charges for returns or exchanges that are not caused by quality problems. However, due to quality problems or delivery of the wrong goods, the freight will be borne by our company. If it is caused by software compatibility issues or unclear responsibilities, negotiate with the customer to assume 50% of each.

2. Disposal of damage on arrival: within 90 days from the date of shipment from Gigalight, products that are not damaged in appearance but have performance failures when the equipment is unpacked are defined as products that are damaged on arrival. "Performance failure" means that the product cannot work as described in the product specification (surface scratches or other defects that do not affect the function of the device are not included). Gigalight has the right to decide whether to repair, exchange, return, etc. for products that are damaged on arrival.
3. Warranty period for the second repaired product: The warranty period of the product after the replacement or repair service extends to the initial purchase time, and is not extended due to repair or replacement.
4. Pricing instructions for maintenance costs outside the warranty period: charge according to actual costs, in principle not less than 15% of the original price of the product.
5. Unreasonable returns and exchanges are consistent with local national laws and regulations. Unreasonable returns and exchanges need to be approved by Gigalight.
6. The packaging of the returned product must use its original manufacturer's packaging or equivalent packaging.

3. Warranty applicable restrictions

Please note that the following conditions (including but not limited to) are not covered by Gigalight's warranty:

1. The product identification information (such as barcode, model) has been altered, torn, or destroyed without the permission of Gigalight.
2. Damage caused by deliberate or negligence, including damage caused by use in an abnormal environment or use that does not follow the instructions.
3. Damage caused by abnormal voltage (such as excessive voltage, abnormal power failure) or virus infection.
4. Damage caused by disassembling, repairing, or modifying the equipment by persons or service organizations other than Gigalight or Gigalight authorized service.
5. Damage caused by force majeure (such as: fire, flood, earthquake, lightning, war, etc.).
6. Other failures not caused by Gigalight, including but not limited to failures caused by the use of non-Gigalight original accessories, and malfunctions caused by incompatibility with third-party software or hardware.
7. Gigalight does not provide guarantees for customer data stored in its products or related to the product in other forms. Customers are responsible for backing up relevant data to prevent loss.
8. Non-Gigalight products, including but not limited to components and software installed on Gigalight equipment according to customer requirements.
9. Accessories, consumables, structural parts, random manuals, manuals, power cords, etc. do not provide warranty services.
10. The surface of the equipment is physically damaged or altered.

11. Equipment whose hardware or software has been modified without the authorization of Gigalight.

12. Only equipment authorized for experimentation, testing, training or display.

13. System damage caused by the customer's infrastructure.

14. The Gigalight warranty does not cover the installation of the product.

4. Warranty Service Guide

1. Service Acceptance:

Service Hotline: +86-755-26734300

Service Email: service@gigalight.com

2. Service product:

If you have a demand for the purchased product that is beyond the scope of the warranty service, you can call the customer service hotline and visit

<https://www.gigalight.com/>.

3. Supplement:

1) For the applicable limitations, scope, exemption and compensation of the warranty, please refer to the corresponding documents.

2) The final interpretation right of this article belongs to Gigalight. Gigalight may modify the above warranty content. For details, please visit Gigalight's website:

<https://www.gigalight.com/>.

5. Warranty disclaimer

1. Gigalight does not provide any explicit or implicit commercial and technical guarantees that are not covered by the warranty.

2. Gigalight does not guarantee that its products are completely defect-free, and does not guarantee that customers will not encounter any problems or interruptions when using the product; nor does it guarantee that Gigalight can completely repair these defects.

3. The following circumstances may cause Gigalight's service to not be provided as required:

1) Unexpected situations caused by force majeure (such as: fire, flood, earthquake, lightning, etc.);

2) Deterioration of service conditions caused by social problems (such as turmoil, war, strike, government control, etc.);

3) The service cannot be implemented due to the interruption of energy supply (such as: electricity, water supply, oil, etc.);

4) The carrier's communication system is interrupted.

4. If the customer accepts the warranty service provided by Gigalight, it means that the customer allows Gigalight to access, collect and process information related to faults, detection, location, and debugging when providing services.

5. Gigalight is not responsible for any ordinary, secondary, accidental or special damage. These losses include the loss of recorded data, the cost of restoring the lost data, the loss of profit, the cost of disassembly and assembly of any product, the cost of installing and replacing the product, and any inspections involved in the repair or replacement activities caused by any defects in the product. Testing or redesign costs.

6. Warranty scope

1. The warranty cannot be transferred to another customer. The warranty is only provided to the original customer of the device.
2. The warranty must comply with local laws or other valid regulations.

7. Warranty compensation

Please note that Gigalight and its partners or suppliers shall not be liable for the following responsibilities due to this warranty: the loss of customer data and any direct or indirect losses caused by the unavailability of the equipment or business interruption. Under any circumstance, including clear agreement through contract and other forms, Gigalight's maximum compensation for customer losses caused by its liability shall not be higher than the amount paid by the customer to purchase the product.

Note: Gigalight has the final right to interpret this warranty clause. Without notifying the customer, Gigalight reserves the right to make necessary changes to all guarantee information, product performance and specifications.