

WG Standard Product Warranty

1. Warranty Coverage

WG ("Seller") warrants that its hardware products will be free from defects in materials and workmanship and will perform in accordance with the applicable product specifications under normal use and service.

This limited warranty applies only to physical hardware products manufactured or supplied by WG. It does **not** apply to software, consumables, third-party accessories, or products modified outside of WG-authorized service channels.

Product Type	Warranty Period
Standard WG Products	1 year from shipment date
WG Repairs	90 days from shipment date

2. Warranty Eligibility Requirements

To be eligible for warranty service, the following conditions must be met:

- The Buyer must provide written notice to WG of any alleged defect **within the applicable warranty period**.
 - The Buyer must request and obtain a **Return Material Authorization (RMA)** number from WG before shipping the product.
 - The product must be returned to WG's designated facility with **all freight and insurance prepaid** by the Buyer.
 - WG must verify, upon inspection, that:
 - The defect exists,
 - The defect is due to faulty materials or workmanship,
 - The product has **not** been subjected to misuse, abuse, unauthorized repair, improper installation, negligence, accident, alteration, or environmental damage (e.g., electrical surges, humidity, dust, or failure of climate control systems).
-

3. Scope of Warranty Service

If WG determines that the returned product is covered under this warranty, WG will, at its sole discretion, do one of the following:

- Repair the product using new or refurbished parts,
- Replace the product with a new or refurbished unit of equal or greater functionality,
- Provide a refund of the original purchase price (only in cases where repair or replacement is not feasible).

Repairs or replacements under warranty do **not** reset or extend the original warranty period.

If a returned product is determined by WG to be free of defects or outside the scope of warranty coverage, the Buyer will be responsible for:

- WG's standard diagnostic and handling fees,
- The cost of return shipping,
- Any repair fees, quoted and approved in advance.

4. Exclusions and Limitations

This warranty **does not cover**:

- Cosmetic damage (e.g., scratches, dents, or discoloration),
- Damage caused by external causes such as accidents, acts of nature, power surges, or unauthorized use,
- Failure resulting from use outside the intended operating environment or specifications,
- Software, firmware, consumable items, or non-WG components,
- Normal wear and tear.

WG is **not** responsible for any labor, installation, or removal costs related to product replacement.

5. Return & Restocking Policy (Non-Defective Items)

Returns of non-defective WG products are subject to the following conditions:

- All returns must be pre-approved by WG and accompanied by a valid RMA number.
- Products must be returned in **new, unused, and resalable condition**, in original packaging with all components and documentation included.
- **Restocking Fees** will apply as follows:
 - **Standard Items:** 20% of the original invoice price
 - **Custom-Built or Special-Order Items:** 30%–50%, depending on product type and reusability
- Shipping charges are **non-refundable**, and return shipping must be prepaid by the Buyer.

WG reserves the right to refuse returns that do not meet these conditions.

6. Transferability

This warranty is extended to the **original Buyer only** and is **non-transferable** unless explicitly agreed to in writing by WG.

7. Exclusive Remedy

The remedies described in this document are the **sole and exclusive remedies** available to the Buyer. In no event shall WG's liability exceed the original purchase price of the product.

8. Limitation of Liability

To the maximum extent permitted by law:

- WG shall not be liable for **indirect, incidental, consequential, punitive, or special damages**, including but not limited to loss of revenue, profits, business opportunities, or data.
- WG's total liability under any circumstance shall not exceed the amount paid by the Buyer for the product giving rise to the claim.

9. Installation Environment Requirements:

Customer acknowledges and agrees that proper system performance is dependent on the installation environment. There must be no metal structures, fixtures, wiring, displays, or other conductive or electromagnetic materials within the manufacturer-specified clearance area as determined solely by WG.

Customer is responsible for disclosing any such conditions prior to installation and for ensuring the site complies with these requirements. WG reserves the right to assess site suitability upon arrival. If the installation location does not meet required conditions, including the presence of interfering materials, WG may suspend installation.

Customer shall be responsible for any additional labor, materials, travel costs, delays, or rescheduling fees required to bring the site into compliance. If installation cannot proceed, a service charge will apply for the visit.

10. Disclaimer of Other Warranties

This warranty is provided **in lieu of all other warranties**, whether express or implied, including, but not limited to, any implied warranties of **merchantability, fitness for a particular purpose, or non-infringement**. No agent, representative, or employee of WG is authorized to create or modify any warranty terms unless expressly approved in writing by an authorized WG officer.