



# Product and Software Warranty Handbook

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## 1. INTRODUCTION

This CommScope Product and Software Warranty Handbook (the “Handbook”) includes the warranty process, terms, and warranty periods for all CommScope product families.

All previous editions of document ADCP–04-005 Warranty Handbooks previously published, are superseded by this Handbook.

Product warranty and return terms and conditions set forth in an executed agreement currently in effect between a customer and CommScope will supersede the terms set forth herein to the extent the terms of the agreement conflict with these terms; any non-conflicting terms, processes and procedures shall apply unless the agreement specifies otherwise.

CommScope reserves the right to make any modifications, updates and/or corrections to this Handbook without any notification of any nature.

Product(s) and software shipped prior to the issue date of this Handbook will be subject to the applicable CommScope Limited Product Warranty in effect as of the original shipment date; however, all processes, procedures and other terms herein shall apply. Product(s) and software shipped on or after the issue date of this Handbook are subject to the terms set forth herein.

### **CommScope Warranties Not Included or Applicable to products or systems described in this Handbook:**

1. CommScope Network Infrastructure System 25-Year Extended Product and Application Warranty for SYSTIMAX®, Uniprise®, or NETCONNECT®, systems. For more information, refer to: <http://www.commscope.com/Resources/Warranties/>
2. Comsearch warranty for wireless spectrum management and engineering products and services can be found in the Comsearch Terms of Sale at <http://www.commscope.com/About-Us/Terms/> and the Comsearch Warranty Policies at: <https://comsearch.com/policies/>

For more information on Comsearch Spectrum Management Solutions, refer to: <https://www.commscope.com/Solutions/Spectrum-Management-Solutions/>

## 2. GENERAL WARRANTY INFORMATION

### Products Repaired or Replaced Under Warranty

Products that are repaired or replaced while under warranty are warranted for the remainder of the original product warranty period. Replacement products may be refurbished products or contain reconditioned parts, but such replacement products are subject to the same specification and quality control standards applied to new products and warranted as stated herein. See CommScope's Limited Product Warranty for more details (section 7).

## 3. SOFTWARE WARRANTY

Software that is replaced while under warranty is warranted for the remainder of the original warranty period. Refer to the applicable software license agreement or CommScope's Limited Product Warranty (section 7), as applicable, for specific warranty terms applicable to such software. The software license agreement that accompanies the software is a legal agreement between CommScope and customer.

BY DOWNLOADING, INSTALLING, OR OPENING ANY SOFTWARE PACKAGES OR THE ASSOCIATED MATERIALS CONTAINING THE SOFTWARE LICENSE, CUSTOMER AGREES TO BE BOUND BY THE TERMS STATED THEREIN.

### Transfer of Ownership

Transfer of product ownership or software license rights from the original CommScope purchaser or from the original CommScope licensee (excluding CommScope approved partners, distributors, and resellers) will void all existing CommScope warranties of any kind for such transferred product or software. Refer to CommScope's Limited Product Warranty (section 7) for further details, or to the applicable product agreement or software license to determine any specific exceptions to such transfer restriction.

## 4. PRODUCT RETURN, REPAIR, REPLACEMENT, OR CREDIT

### In-Warranty Products

- A. For CommScope wireless products and systems<sup>1</sup>, in the event a customer believes a product may be defective, the Customer must contact the Wireless Support team first (section 6) to trouble-shoot the problem before the product is returned to CommScope.
  - **CommScope Caused:** If CommScope determines that a wireless product or system is defective, a formal remediation plan will be developed and the product will, in accordance with CommScope's Limited Product Warranty (section 7) and at CommScope's discretion, be repaired, replaced, or customer will be issued a credit. An assessment fee and freight charges may apply.
  - **No Trouble Found:** If CommScope determines that a wireless product or system is not defective, at CommScope's discretion, the Customer may be assessed a processing fee for handling and evaluating the product. Such fee will be based either on a flat fee or a defined percentage of the product list price. Customer will

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<sup>1</sup> CommScope's wireless products and systems include RF wireless network and macro cell site solutions, as well as DAS, metro cell, and small cell solutions. For more information about CommScope's wireless products and systems, please refer to: <https://www.commscope.com/Solutions/Wireless-mobility/>

be advised of any such fees and will be required to issue a purchase order to cover any such charges prior to the return of such product.

- **Customer Caused:** If CommScope determines that a wireless product or system<sup>1</sup> is defective and the Customer is at fault, the Customer will receive appropriate guidance for correction to help prevent future recurrences.
    - If Customer chooses to return the product for repair, Customer will send a purchase order and the Return Material Authorization (RMA) will be created (section 5).
    - The warranty period for in-warranty wireless products and systems is the remainder of the original warranty, or the repair warranty, whichever is greater.
- B. For CommScope connectivity products (products other than wireless)<sup>2</sup>, upon request by customer, CommScope may, at its discretion, accept return of product for evaluation as to whether it is defective (subject to any applicable additional fees and product availability). The Customer must contact the Customer Support Center first (section 6) to describe the issue, verify warranty status, and request an RMA (section 5).
- **CommScope Caused:** If CommScope determines that a connectivity product is defective, a formal remediation plan will be developed and the product will, in accordance with CommScope's Limited Product Warranty (section 7) and at CommScope's discretion, be repaired, replaced, or customer will be issued a credit. An assessment fee and freight charges may apply.
  - **No Trouble Found:** If CommScope determines that a connectivity product is not defective, at CommScope's discretion, the Customer may be assessed a processing fee for handling and evaluating the product. Such fee will be based either on a flat fee or a defined percentage of the product list price. Customer will be advised of any such fees and will be required to issue a purchase order to cover any such charges prior to the return of such product.
  - **Customer Caused:** If CommScope determines that a connectivity product is defective and the Customer is at fault, the Customer will receive appropriate guidance for correction to help prevent future recurrences.

### Post/Out of Warranty Products

- A. For wireless products and systems<sup>1</sup>, additional technical support and repair options for post-warranty or discontinued products may be available. Contact CommScope's Wireless Support team (section 6) to discuss the circumstances of your request and review Customer's options, including additional charges that may apply.
- If a wireless product or system is out of warranty, customer will receive a quote for repair. If Customer chooses to repair, The Customer will send a purchase order and an RMA will be created (section 5).
  - The warranty period for out-of-warranty wireless products and systems is the remainder of the original warranty, or the repair warranty, whichever is greater.

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<sup>2</sup> CommScope connectivity products include products for enterprise building solutions, data centers, and wireline networks. For more information on CommScope's connectivity products, refer to: <https://www.commscope.com/Solutions/>

- B. For connectivity products<sup>2</sup> that fail after the warranty period has expired, the customer should consider the purchase of a new or refurbished product (if available) as a replacement. Repair options may be available. Contact CommScope's Global Customer Support to discuss options (section 6).

## 5. RETURN MATERIAL AUTHORIZATION (RMA) PROCESS

- A. For wireless products and systems<sup>1</sup>, contact Wireless Technical Support at <https://www.commscope.com/wisupport/> first to request technical assistance, troubleshoot the issue, and determine if an RMA is needed.
- B. To request an RMA for connectivity products, contact CommScope's Global Support Center at: <https://www.commscope.com/SupportCenter/>
- Use the drop-down boxes to locate the appropriate CommScope customer support department for the appropriate connectivity product and country. Click on the Claim Form link in the Returns and Replacement box to request the RMA.

### Freight Responsibilities

- After having obtained the RMA from CommScope, the customer shall ship the product DDP/freight paid to CommScope. The customer may be responsible for all freight charges on products being returned to CommScope. Contact the Customer Support Center to determine if freight charges will apply (section 6).
- CommScope may impose a process and handling fee as a result of products not shipped DDP/freight paid. In addition, the customer will be responsible for all transportation, custom, duty, and processing costs if they are not returned in accordance with instructions herein. Contact the Customer Support Center to determine if these fees are applicable (section 6).

## 6. GLOBAL CUSTOMER AND TECHNICAL SUPPORT CONTACTS

Are the technological complexities of your infrastructure project making it difficult to complete? Are you stuck troubleshooting an installation? Do you have a technical question that requires specific expertise?

Let us know the type of issue you're facing and where it's happening. We will share the specific customer service or technical support contact information you need to get helpful assistance and prompt resolution.

### Wireless Support Team for Wireless Products and Systems<sup>1</sup>

<https://www.commscope.com/wisupport/>

### Global Customer and Technical Support Team for Connectivity Products<sup>2</sup>

<https://www.commscope.com/SupportCenter/>

## **7. COMMSCOPE LIMITED PRODUCT WARRANTY AND PRODUCT WARRANTY PERIODS**

Please refer to CommScope's Limited Product Warranty for standard warranty definitions, terms, and warranty periods. <http://www.commscope.com/Resources/Warranties/>

## **8. DISCLAIMER**

Although CommScope has made every reasonable effort to ensure the accuracy of the information in this Handbook, CommScope does not warrantee that it is error-free, nor does CommScope make any other representation, or warrantee that the information is current, accurate, or reliable. CommScope expressly disclaims all implied warranties regarding the information contained herein.



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