



Westell Inc. Global Warranty and Returns Policy

Overview: The Westell Inc. Global Warranty and Returns Policy describes Westell Inc.'s one year warranty, the processes for sending product in for repair, and the process for requesting product replacement. Westell warrants Westell manufactured Products to be free of material and workmanship defects and conform to the applicable Westell specifications for a one year warranty period.

Westell does not warrant or provide remedies for products not manufactured by Westell.

Westell's standard warranty is made only to the original purchaser from Westell.

Exclusion: THE WARRANTY IS THE ONLY WARRANTY GIVEN BY WESTELL, ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED.

Limitation of Damages and Action: Repair or replacement, as specified, below shall be Westell's sole obligation under this Warranty. Westell's liability, in any event, shall be limited to its invoiced price for the goods, net of any discounts (payment of otherwise) or rebates. In no event shall it be liable to Customer or any other person for any incidental, consequential or special damages resulting from the use of or inability to use the goods covered hereby, whether arising from breach of warranty, negligence, or strict liability or otherwise, or for any machine work, labor charges, other expense, loss or damages caused by defective merchandise. Any action hereunder must be commenced within one (1) year of cause of action.

Warranty Repair: During the Warranty Period, Westell, at its discretion, may (a) repair or (b) replace returned product with a functionally equivalent unit. To obtain warranty date confirmation, please contact Westell's Customer Service Department with the serial number of the Westell part number.

Warranty Exclusions:

- Product received damaged due to, but not limited to; improper use, packaging, installation or decommission.
- Product that has been refurbished, modified, or changed by the customer without written authorization of a warranty extension from Westell.
- Product damaged due to Force Majeure.

All product that falls into the Warranty Exclusions listed above will be void of Warranty, and Customer will be billed and liable for all associated repair and transportation charges as provided below under "Out of Warranty Repair".



Repaired or replaced units shall be warranted for the balance of the original Warranty Period, or 90 days, whichever is longer.

In warranty returns found to be “No Fault Found” will be subject to an evaluation fee. Please contact Westell’s Customer Service Department for a listing of these fees by product.

Out of Warranty Repair: Westell does offer out of warranty repair services, however, the Customer will be billed for all associated repair costs related to these services. Please contact Westell’s Customer Service Department to obtain out of warranty repair quotations.

Product returned for out of warranty repair will be warranted for 90 days from the shipment of the returned Product to the Customer. Customer is responsible for inbound and outbound freight charges on out of warranty repairs.

Out of warranty repairs found to be uneconomical to repair or unable to be repaired will be subject to an irreparable fee. Please contact Westell’s Customer Service Department for a listing of these fees by product.

Out of Box Replacements: Westell will make best efforts to ship replacements to the Buyer site within 24 hours of the Buyers request for replacement.

All out of box warranty replacements will be shipped from Westell’s factory reconditioned inventory, if inventory is not available Westell will substitute with new inventory.

All out of box warranty replacement shipments will be prepaid at Westell’s expense. Customer will be billed list price of the material shipped if the returned unit is not received within thirty (30) business days of the replacement shipment or if it is received and found to be out of warranty.

Return of Product Shipped in Error: If Customer has received product shipped in error, an RMA will be issued by Westell’s Customer Service department to track the return and receipt of the miss-shipped product.

Credit Returns: It’s at Westell’s discretion if Product will be eligible for return for credit. Customer should contact Westell’s Customer Service department to request a return for credit RMA. A restocking fee will be applied to all product returned for credit, credit will be issued after review and approval of returned product.



Requesting a Returns Material Authorization (RMA): All product returned to Westell must reference an RMA number. To request an RMA from Westell please contact customer service with the following information.

- Company Name, Sold to, and Ship to
- Contact Name, phone number, and email
- Westell Part and Serial numbers for failed product
- Description of suspected failure/issue seen
- Purchase order number

RMA's will be valid for 30 days from the date of RMA create, if product is not received within 30 days of RMA issuance the RMA will be closed.

Returning product after an RMA has been issued: All products returned to Westell must reference the RMA issued for the serial numbers being returned. Westell will not be held liable for any product returned without an RMA and reserves the right to refuse such receipts. At the time of RMA create Buyer will be provided with return shipment instructions, if packaging is needed please request additional packaging from customer service. Westell reserves the right to refuse returns that are damaged in transit.

Westell Contacts:

For quoting, order status and general inquiries please contact: CustomerService@Westell.com

For technical support please contact Support@Westell.com

To speak to a Westell representative, please call 800.377.8766

Westell Services:

Westell offers a variety of services that extend standard warranty terms, please visit our website to learn more www.westell.com/services-support