



iwebgate®

Return of Product Policy



www.iwebgate.com

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Returns Policy – For Pre Configured Hardware Appliances Only

Information regarding the return of a previously purchased iWebGate product. If you can't find the information you need, please contact iWebGate Pty Ltd ("iWebGate") at product_returns@iwebgate.com and/or seek assistance from your iWebGate Reseller.

1. Understanding iWebGate's Returns Policy

iWebGate, its Resellers ("iWebGate Resellers") and Authorized iWebGate Service Agents are committed to providing you with the best products and service. This policy details how to return and/or repair a default iWebGate product.

Please note that all iWebGate products, with the exception of ex-demo, ex-rental, soiled, clearance, second hand, imperfect or damaged, are sold with iWebGate's 12-Month Manufacturer Warranty, unless otherwise noted.

If you have any questions, please contact your iWebGate Reseller.

2. Damaged or Incorrectly Shipped Products

If your product is **dead on arrival**, **damaged in transit** or **incorrectly shipped**, contact your iWebGate Reseller. To expedite your return, it is recommended that these products be returned to your iWebGate Reseller within fourteen (14) days of purchase. Upon notice, your iWebGate Reseller will issue you with a Return Authorization Number.

Your iWebGate Reseller will not accept any goods for return which do not have a Return Authorization Number. Each Return Authorization Number is only valid for one product and must match the product authorized for return. The Return Authorization Number is valid for fourteen (14) days, so the iWebGate Reseller must receive the returned product within this period.

You will need the following information, most of which will be on your packing slip or invoice before your iWebGate Reseller can issue a Return Authorization Number:

- Name and contact details of original purchaser
- Invoice number or order number
- Part number of product to be returned
- Item serial number(s)
- Date on packing slip or invoice
- Whether the product box has been opened
- Reason for return

You will need to package and address the product for return. You must return the product to your iWebGate Reseller. You will need to insure the posted products and keep a copy of the consignment note as proof that the product has been sent from you.

iWebGate or an Authorized iWebGate Service Agent will test all products returned this way within 7 working days of receipt of receiving product.

If you return a product because it was **dead on arrival** but iWebGate and/or your Authorized iWebGate Service Agent find that the product is in full working condition or any defects or damage were caused after you took receipt of the product, it will be returned to you. You will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 30 days of receipt of invoice.

If iWebGate and/or your Authorized iWebGate Service Agent determine that the product is dead on arrival or defective because it was damaged in transit or incorrectly shipped, your iWebGate Reseller will replace all damaged parts and if needed, replace the entire unit with an iWebGate DMZ Server of equal functionality and associated freight costs.

If you receive a product that is damaged in transit from your iWebGate Reseller to you, you should:

- refuse to accept delivery of the product;
- direct the courier to "Return goods to sender"; and
- notify your iWebGate Reseller immediately.

If you have already accepted delivery, and then notice that the product appears to have been **damaged in transit**, you should notify your iWebGate Reseller immediately.

If your product is in full working condition or any defects or damage were caused after you took receipt of the product, it will be returned to you and you will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 30 days of receipt of invoice.

If iWebGate (or your iWebGate Reseller) decide that the product is defective, your iWebGate Reseller will issue you with a new product of equal functionality and value.

If you receive a product that is **incorrectly shipped** (different to the one you ordered), your iWebGate Reseller will arrange for the product to be collected from you.

If iWebGate and/or your iWebGate Reseller finds that the product was shipped correctly (for example, where you have ordered the wrong product by mistake), it will be returned to you and you will be invoiced a processing fee and any freight costs associated with the return. These invoiced amounts will be payable within 30 days of receipt of invoice.

If the product was **incorrectly shipped**, your iWebGate Reseller will issue you with the correct product and associated freight costs.

3. Returning Products

You must contact your iWebGate Reseller to obtain your Return Authorization Number.

You must make sure that the returned product is suitably packaged in order to prevent damage during return shipping. iWebGate and/or your iWebGate Reseller will not accept responsibility for goods, which are damaged whilst in transit back to your iWebGate Reseller. Do not write on or attach labels to the product being returned, otherwise the return may not be accepted.

Write the Return Authorization Number on the **outside** of the shipping carton so it is clearly visible, and address it to your iWebGate Reseller.

A copy of the original packing slip or invoice, or other proof of purchase, must be included with the returned product.

You are responsible for all costs associated with return of the product to iWebGate, your iWebGate Reseller or Authorized iWebGate Service Agent and will not be reimburse any associated costs. Products returned by post must be insured and sent by registered or certified mail. iWebGate and/or your iWebGate Reseller accept no responsibility for loss or damage occurring in transit. If a product is not returnable under this policy and/or is not returned to us in the original unopened packaging, it may be returned to you at your cost.

4. Unopened Product

Except for product sold on a "No Return Basis" your iWebGate Reseller offers a 14-day return policy for product in its original, unopened and undamaged packaging.

You must contact your iWebGate Reseller within 14 days of shipping of the product to return a product in this way.

You must be issued with a Return Authorization Number. You will need to package and address the product for return.

iWebGate and/or your iWebGate Reseller will not pay nor reimburse any costs associated with a customer-initiated return of unopened product.

For products in their original, unopened and undamaged packaging, a credit will be issued by your iWebGate Reseller for the original purchase price of the product less any associated freight costs.

5. Faulty Product

If you receive a faulty product or the product develops a fault, you may be able to return it to your iWebGate Reseller as dead on arrival or damaged in transit if it is within 14 days of purchase. If not, it may be covered by iWebGate's Manufacturer's warranty.

All faulty product returns with an invoice date of more than 14 days since purchase will be treated as an iWebGate Manufacturer's Warranty Claim.

6. Manufacturer Returns Policy & Warranty

Please note that all products, with the exception of ex-demo, ex-rental, clearance, second hand, imperfect or damaged products are sold with an iWebGate's Manufacturer Warranty, unless otherwise noted.

If a product purchased from your iWebGate Reseller develops a fault after 14 days from original purchase and is within iWebGate's manufacturer warranty period of 12 months from date of invoice, you are advised to contact your iWebGate Reseller for warranty service.

If iWebGate offers to accept an opened product for return, then your iWebGate Reseller will honor this. Your iWebGate Reseller will direct you to return the product either to them, iWebGate or an Authorized iWebGate Service Agent

If your iWebGate Reseller directs you to return the product to them, iWebGate or an Authorized iWebGate Service Agent, then you should arrange for the product to be returned as directed and otherwise in accordance with your iWebGate Reseller's return policy. iWebGate will then organize repair or replacement of parts and/or software under the policy.

If iWebGate directs you to return the product to your iWebGate Reseller, then you should contact your iWebGate Reseller as soon as possible. You will be issued with a Return Authorization Number, but you should tell your iWebGate Reseller that the product(s) are being returned under iWebGate's Manufacturer Warranty. You should also provide any additional information that may be required under iWebGate Manufacturer Warranty.

Where possible you will need to package and address the product for return and you will need to arrange for return delivery of the product to your iWebGate Reseller. Your iWebGate Reseller must receive the product by the time specified by iWebGate, an Authorized iWebGate Service Agent and/or your iWebGate Reseller. Otherwise, the return may not be authorized in some circumstances.

Please note that repair timeframes are subject to iWebGate's warranty repair service and may vary.

7. Return of Faulty Products

Upon receipt of a faulty product, your iWebGate Reseller will return the product to iWebGate or an Authorized iWebGate Service Agent for assessment.

If the fault could not have been detected at purchase, and is not due to wear and tear or misuse, your iWebGate Reseller will offer you a repair and/or replacement of hardware and/or software as appropriate.

If the fault does not fit the above criteria and is not covered under iWebGate's Manufacturer Warranty, then your iWebGate Reseller will provide you with a quote for the repair costs and ask if you wish to proceed with the repair. If you decide not to proceed with the repair, iWebGate is entitled to charge you an inspection fee.

Once the product is returned to your iWebGate Reseller, they will arrange return delivery of the product to you. For products where the fault does not fit the above criteria and is not covered by iWebGate's Manufacturer's Warranty, your iWebGate Reseller will require payment of iWebGate's or an Authorized iWebGate Service Agent's service charges and any costs associated with processing of the return prior to returning the product to you.

8. Voiding Warranty

The warranty on your iWebGate DMZ Server is considered void under the following circumstances:

- An unauthorized iWebGate Service Agent has attempted to access and/or repair your product
- You or another affiliated party has tried to hack iWebGate's software
- You or another affiliated party has accessed iWebGate's software installed on your iWebGate DMZ Server using super-user shell access (SSH)

9. Opened Product

Your iWebGate Reseller will not accept any opened product for return unless the product is returnable under this policy, iWebGate's Manufacturer Warranty or other contract or law.

Examples of opened products which your iWebGate Reseller accepts for return are:

- **dead on arrival, damaged in transit or incorrectly shipped product**
- product which develops a fault due to a cause occurring prior to purchase
- product of un-merchantable quality
- product that fails to perform to iWebGate's specifications within 12 months from date of purchase
- product that fails to perform as advertised

10. 3rd Party Hardware and Software

Hardware and software supplied by 3rd parties (i.e. not manufactured by iWebGate) can only be returned for refund as per the manufacturer's return policy.

11. No Return Basis Product

The term **no return basis** means that, unless the product is **dead on arrival, damaged in transit, incorrectly shipped** or otherwise returnable under:

- Statutory warranty (e.g. if the product is faulty, does not match a description or sample, is unfit for purpose or un-merchantable), the product will not be accepted for return.

Examples of products sold on a **no return basis** include:

- Ex-demo products
- Ex-rental products
- Clearance products
- Products specially ordered for a customer
- Product listed on the packing slip or invoice as "No Return"
- Auction items

Examples of **no return basis** products which iWebGate and its Agents would accept for a return are:

- **Dead on arrival** or **damaged in transit** product.
- Product of un-merchantable quality.
- Product that fails to perform to the manufacturer's specifications within 12 months from date of purchase.
- Product that fails to perform as advertised.

12. Processing Repairs

Where a product is returned because you believe it is faulty and the fault cannot be observed by an Authorized iWebGate Service Agent, internal testing of the product may need to be tested by iWebGate. In such cases, the testing process may result in delays of up to 28 days before you receive notice about the repair to your product.

In most circumstances, a repair of hardware and/or software will be auctioned before a full refund will be considered. Your iWebGate Reseller will consult with you and act in accordance with relevant warranties, other contracts and statutes. If iWebGate or an Authorized Service Agent chooses to have a damaged product repaired, they will do this at their cost and return the product (or its replacement) to you promptly.

13. Non-Warranty Service and Repairs

All claims for service not covered by any kind of warranty should, in the first instance, be directed to your iWebGate Reseller. No repairs are to be conducted by an unauthorized iWebGate Service Agent.

You will be issued with a Return Authorization Number, but you will need to specify that the goods are being returned for **non-warranty service or repairs**.

You will need to package and address the product and arrange for return delivery of the product. Your iWebGate Reseller will not pay or reimburse any costs associated with a customer-initiated shipment for **non-warranty service or repairs**.

Upon receipt of the product, your iWebGate Reseller will return the product to iWebGate or an Authorized iWebGate Service Agent for repair. The product will be repaired at the sole discretion of iWebGate or its Authorized service Agent. Once iWebGate or its Authorized Service Agent has determined a repair cost, your iWebGate Reseller will advise you of the quoted repair costs and ask if you wish to proceed with the repair. If you decide not to proceed with the repair, iWebGate or its Authorized Service Agent has the right to charge you an inspection fee.

Once the product is returned to your iWebGate Reseller, they will arrange return delivery of the product to you. Your iWebGate Reseller require payment of iWebGate's or an iWebGate Authorized Service Agent's charges and any costs associated with processing of the return prior to returning the product to you.

If you have problems contacting your iWebGate Reseller or an Authorized iWebGate Service Agent, then please contact iWebGate so that they can assist in getting your product repaired.

14. Returning a product to an iWebGate Reseller

As an alternative, you can personally contact or visit your iWebGate Reseller with the product you wish to return and a copy of the packing slip, invoice or other proof of purchase.

If the product is eligible for return, you can then complete a "Request for Return" form at the time of returning the product and have a Return Authorization Number issued. Your iWebGate Reseller may have some reserve stocks on hand which it has the right to lend to you for commercial use whilst your purchased product is being assessed and/or repaired. It is for this reason that iWebGate strongly recommends backing up your DMZ server up to an external FTP server as facilitated in the 'DMZ Setup' tools to minimize any possible downtime.

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