

Nokia WiFi hardware limited warranty

APAC countries, USA and Canada

General

Nokia Solutions and Networks Oy (hereinafter “Nokia”) provides this Limited Warranty (“Warranty”) for the Nokia WiFi Beacon hardware devices (a “Product”) and its included accessories. This Warranty is only applicable in the country where the Product was sold by Nokia itself or through its authorized reseller or agent (“Country”). This Warranty does not apply to Products purchased through Internet Service Providers, unless the Internet Service Provider is categorized as an authorized reseller.

THIS WARRANTY DOES NOT EXCLUDE, SUSPEND OR LIMIT ANY STATUTORY RIGHTS YOU MAY HAVE DURING OR AFTER THE WARRANTY PERIOD (AS DEFINED BELOW) UNDER ANY MANDATORY CONSUMER PROTECTION LAWS (THAT VARY BY COUNTRY, PROVINCE OR STATE) GOVERNING THE SALE OF CONSUMER GOODS. THIS WARRANTY GRANTS YOU SPECIFIC, AND AS THE CASE MAY BE, ADDITIONAL RIGHTS, WITHIN THE LIMITS OF WHAT IS PERMISSIBLE UNDER SUCH LAW. FOR A FULL

UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE.

The Product and its accessories shall be used in accordance with the instructions provided in the Nokia WiFi User Guide and leaflets that come in the Product package or are available at www.nokia.com/wifi/support/.

Warranty

Nokia warrants that the Product and its accessories are free from defects in materials and workmanship (“Defect”) under normal use for a period of two (2) years from the date the Product is sold to an end user for the first time, as evidenced by the original proof of purchase, (“Warranty Period”) unless the law requires that Nokia offer a longer period, in which case the Warranty Period is extended to cover the minimum period required by the law.

During the Warranty Period, and to the fullest extent permitted by applicable law, Nokia or its authorized service center will, in a reasonable time, remedy the Defect free of charge by either repairing or replacing the defective Product or accessory or the defective part of it at its option, provided that you have returned the defective Product or accessory to Nokia or its authorized service center before

the Warranty Period expires. In case local law should require consumers to have the right to choose between replacement, repair, or refund of the price, you will be entitled to exercise this option by contacting the Nokia customer service team. Repair or replacement may be made with a new or refurbished Product or component, at Nokia's sole discretion. In case local law should require the end user to be informed about the use of re-conditioned parts or Product, this Warranty document can be considered as the necessary notice in that regard. In case local law requires consent from the end user for the use of re-conditioned parts or Product, then such parts or Product will not be used until such consent has been obtained. If Nokia, in its sole discretion, determines it is not possible to repair or replace the Product, then Nokia will refund you the purchase price paid for the Product.

To the fullest extent permitted by applicable law, no repair or replacement will renew or extend the Warranty Period unless such renewal or extension is mandated by local law, in which case the Warranty Period is extended by the minimum additional time required by law.

For countries where such renewal or extension is not mandated by local law, after repair or replacement, the original Product, replacement parts or replacement Product or accessories provided under this Warranty will be covered by this Warranty for the remainder of the original Warranty

Period or for three (3) months from the date the repaired or replacement Product or accessory is returned to you, whichever is longer. When a Product or part is replaced or a refund provided, any replacement item becomes your property and the replaced or refunded item shall become Nokia's property.

To the fullest extent permitted by applicable law, Nokia does not warrant that software preinstalled by or on behalf of Nokia in the Product (or subsequent updates and upgrades) (together "Nokia Software") will meet your requirements, work in combination with any hardware or software not provided by Nokia, is uninterrupted or error free, or that errors are correctable or will be corrected. For Nokia Software related errors, Nokia will make available the latest version of the Nokia Software for reinstallation on your Product or, if that would not be possible, another remedy, which in Nokia's reasonable discretion, satisfactorily addresses the error. Some Nokia Software may be subject to separate license terms that are available with the software.

PLEASE ALWAYS BACK UP ALL DATA AND CONTENT STORED ON YOUR PRODUCT BEFORE TAKING YOUR PRODUCT IN FOR SERVICE, AS SERVICE ACTIVITIES WILL ERASE ALL DATA FROM YOUR PRODUCT. NOKIA AND ITS AUTHORIZED SERVICE CENTERS ARE NOT RESPONSIBLE

FOR THE LOSS OF YOUR DATA, PROGRAMS OR
CONFIDENTIAL INFORMATION.

What this Warranty Does Not Cover

This Warranty does not cover:

(a) Products or accessories that have been subject to: (i) modifications, alterations, tampering, or improper maintenance or repairs other than by Nokia authorized technicians; (ii) handling, storage, installation, testing, or use not in accordance with the Nokia Home App, Nokia WiFi User Guide, Nokia WiFi Safety and Regulatory Information, or other instructions provided by Nokia; (iii) damage caused by accident, abuse, misuse, spillage of food or liquid or other external causes; (iv) breakdowns, fluctuations, improper voltage or power supply, or interruptions in power supply or the telecommunications network; or (v) Acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane.

(b) Nokia products and services other than the Products or its included accessories.

(c) Any software, settings, content, data, or links installed or downloaded onto your Product at any time.

(d) Any (i) normal wear and tear or other damage due to the normal aging of the Product or accessories; (ii) reduced charging capacity of the battery resulting from its natural end of Product life, or (iii) pixel defects in your Product's display that are within the scope of industry standards.

(e) Recovery and reinstallation of software programs and user data.

To the fullest extent permitted by applicable law, Nokia does not warrant that the operation of the Product will be uninterrupted or error-free. This Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations other than by a Nokia authorized technician (including the unauthorized removal of any component or external cover).

No Nokia reseller, agent, or employee is authorized to make any modification, extension, or addition to this Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

If this Warranty does not cover your Product or the issue based on which it requires service, Nokia reserves the right to charge for replacement of your Product, as well as a handling fee.

Limitation of Nokia's Liability

TO THE EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL NOKIA BE LIABLE TO YOU FOR EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, INCLUDING WITHOUT LIMITATION LOSS OF PROFIT, DATA, GOODWILL, USE, SAVINGS, REVENUE, loss of use of the Product or any associated equipment, loss of or damage to other property due to the malfunction of the Product, loss due to downtime cost, costs of recovering, reprogramming or reproducing any program or data stored in or used with a system containing the Product, WHETHER OR NOT NOKIA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, ARISING OUT OF THESE TERMS AND CONDITIONS, SALE OR USE OF THE PRODUCT.

SOME COUNTRIES, STATES AND PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

Disclaimer

EXCEPT AS STATED ABOVE IN THIS WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, NOKIA DISCLAIMS ALL EXPRESS, IMPLIED OR STATUTORY

WARRANTIES AND CONDITIONS WITH RESPECT TO THE PRODUCT, INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT.

TO THE EXTENT ALLOWED BY LOCAL LAW, THESE LIMITATIONS WILL APPLY REGARDLESS OF THE BASIS OF LIABILITY, INCLUDING NEGLIGENCE, STRICT LIABILITY, MISREPRESENTATION, BREACH OF ANY KIND, OR ANY OTHER CLAIMS IN CONTRACT, TORT OR OTHERWISE. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW. NOKIA ALSO LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS TO THE DURATION OF THIS WARRANTY.

How to Obtain Warranty Services

To obtain Warranty services, you must send an email to WiFi.care@nokia.com and obtain a Return Merchandise Authorization (RMA) from the Nokia customer service team. With this RMA number you can contact your seller. Your seller will provide a return address with a shipping label to you. After you ship the Product a replacement unit will be sent to you free of charge.

You can also contact the service center listed below.

Nokia Solutions and Networks Oy

Karakaari 7, 02160

Espoo, Finland

wifi.care@nokia.com

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