

Nokia WiFi hardware limited warranty

European countries

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 applicable if a Product was sold by Nokia itself or through its authorised reseller, agent, or Internet Service Providers which are categorised as an authorised reseller.

Nokia will honour national warranties for products purchased by a consumer within the European Economic Area, subject to the limits applicable in the country where the warranty is made effective.

THIS WARRANTY IS A VOLUNTARY MANUFACTURER’S WARRANTY. THIS WARRANTY IS IN ADDITION TO ANY STATUTORY RIGHTS YOU HAVE DURING OR AFTER THE WARRANTY PERIOD (AS DEFINED BELOW) UNDER MANDATORY CONSUMER PROTECTION LAWS (THAT VARY BY COUNTRY, PROVINCE OR STATE) GOVERNING THE SALE OF CONSUMER GOODS IN YOUR COUNTRY OF RESIDENCE.

THIS WARRANTY GRANTS YOU SPECIFIC, AND AS THE CASE MAY BE, ADDITIONAL RIGHTS, WITHIN THE LIMITS OF WHAT IS PERMISSIBLE UNDER SUCH LAW.

IMPORTANT: FOR FURTHER INFORMATION ABOUT CONSUMER LAW, PLEASE CONTACT YOUR LOCAL CONSUMER ORGANISATION.

PLEASE NOTE: ALL CLAIMS MADE UNDER THE WARRANTY WILL BE GOVERNED BY THE TERMS SET OUT IN THIS WARRANTY DOCUMENT.

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 included 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 a 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.

In addition, Nokia will provide you with access to technical support for a period of two (2) years from delivery of the Product.

During the Warranty Period, and to the fullest extent permitted by applicable law, Nokia or its authorised 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 authorised service center before the Warranty Period expires. 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 any 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 licence terms that are available with the software.

What this Warranty Does Not Cover

This Warranty does not cover:

(a) Products and accessories that have been subject to: (i) modifications, alterations, tampering, or improper maintenance or repairs other than by Nokia authorised 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 and 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 the 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 or an accessory is returned with removed, damaged or tampered labels or any alterations other than by a Nokia authorised technician (including the unauthorised removal of any component or external cover).

No Nokia reseller, agent, or employee is authorised 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 at your option to return the Product to you in the same condition in which you provided it to Nokia or the authorised service center or to charge for replacement of your Product.

Limitation of Nokia's Liability

(A) OTHER THAN THE CONSUMER LAW RIGHTS TO WHICH YOU ARE ENTITLED AS SET OUT IN THE GENERAL SECTION ABOVE, ALL WARRANTIES, CONDITIONS AND OTHER TERMS NOT SET OUT IN THIS WARRANTY ARE EXCLUDED FROM THE WARRANTY. AS A RESULT, NOKIA DOES NOT MAKE ANY OTHER PROMISES, CONDITIONS OR WARRANTIES ABOUT THE PRODUCT OTHER THAN SET OUT IN THIS WARRANTY.

SOME COUNTRIES DO NOT ALLOW LIMITATIONS ON HOW LONG SUCH WARRANTIES, CONDITIONS AND/OR IMPLIED TERMS MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.

(B) NOKIA DOES NOT WARRANT, REPRESENT OR UNDERTAKE THAT IT WILL BE ABLE TO REPAIR OR REPLACE THE PRODUCT UNDER THIS WARRANTY WITHOUT RISK TO AND/OR LOSS OF INFORMATION AND/OR DATA STORED ON THE PRODUCT. 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 AUTHORISED SERVICE CENTERS ARE NOT RESPONSIBLE FOR THE LOSS OF YOUR DATA, PROGRAMS OR CONFIDENTIAL INFORMATION.

(C) NOKIA IS NOT RESPONSIBLE FOR DAMAGE WHICH IS NOT NOKIA'S FAULT OR ANY LOSS OF DATA. IF YOU ARE AN ENTREPRENEUR, NOKIA IS ALSO NOT RESPONSIBLE FOR LOSS OF BENEFITS OR PROFITS. THESE EXCLUSIONS SHALL NOT APPLY TO (I) DEATH OR PERSONAL INJURY, (II) FRAUD OR GROSS NEGLIGENCE; (III) FRAUDULENT MISREPRESENTATION; OR (IV) ANY OTHER LIABILITY THAT CANNOT BE LIMITED OR EXCLUDED AS A MATTER OF LAW.

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

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Espoo, Finland

wifi.care@nokia.com

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