

# Verizon Connect Networkfleet 5000 Product Line Limited Lifetime Warranty (Direct and VAR)

## General Terms of Coverage

Verizon Connect warrants to Customer/VAR, for a period following the initial activation of a 5000 series device which has been purchased new from Verizon Connect by Customer/VAR on or after 4/1/13, and is registered to the original end user, that which is the greater of: three (3) years; or such time as the Customer/VAR has continuously paid for Verizon Connect Services for, the device will be free from defects in material and workmanship that prevent the device from functioning in accordance with its specifications. The limited warranty term is divided into two periods.

1. The first year (i.e. comprehensive period) of coverage includes; the device and the device peripherals (e.g. Harness<sup>1</sup>). The comprehensive period also includes the option to have Verizon Connect provide, at no charge, all labor associated with removal and replacement of a non-functioning unit and/or device peripherals as part of a Verizon Connect approved Return Authorization Number (RA #)<sup>2</sup>.
2. The 2<sup>nd</sup>+ years of the coverage includes only the device<sup>3</sup>. Labor expenses for device removal and replacement are the responsibility of the customer/VAR beyond the first year<sup>4</sup>.

Verizon Connect Networkfleet Limited Warranty For 5000 Series Devices	
Year 1	Years 2+
Included at no charge with approved Verizon Connect RA #	Included at no charge with approved Verizon Connect RA #
Device Peripherals (includes Harness)	Device
Ground Shipping	Ground Shipping
No Charge Labor for Removal & Replacement	

<sup>1</sup> 5000 Series harnesses are purchased a la carte. Harness type governs device functionality. Each device limited warranty will cover one (1) harness, whichever is initially installed. <sup>2</sup> See the RA Policy and Process – **Installation** for details. <sup>3</sup> If Customer/VAR has purchased the monthly extended warranty installation service for add-on services as part of a Bundled package, the replacement of a defective accessory associated with a device that is covered under the limited lifetime warranty will also be covered. <sup>4</sup> If Customer/VAR has purchased the monthly extended installation service, there will be no charge for the installation of replacement devices that are covered under the limited lifetime warranty.



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## General Terms of Coverage Continued

The device is designed to resist normal physical wear and tear in all vehicles that meet compatibility / appropriateness guidelines (see Compatibility Guide). Limited warranty coverage is activated by device malfunction according to pre-determined specifications as determined at the sole discretion of Verizon Connect. Limited warranty coverage is VOID if Verizon Connect determines that device failure is due to any of the following reasons<sup>5</sup>:

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1. Physical damage to the unit caused by vehicle operation or negligent/improper handling and treatment of the device on the part of the Customer/VAR or any other non-Verizon Connect individual.
2. Damage caused by water or any other liquid.
3. Tampering with the unit or associated peripherals or the vehicle itself e.g. intentionally denying power to the device
4. Improper installation. All installations must conform to the Verizon Connect Installation Guidelines.
5. Cutting or otherwise impairing the device Connector Harness.
6. Cutting or otherwise impairing the Antenna and/or Antenna Cables.
7. Defects or damage caused by the use of non-Verizon Connect branded or approved products, accessories, or other peripheral equipment
8. Verizon Connect serial number has been removed or defaced.
9. Any other circumstance that Verizon Connect deems to constitute intent on the part of the customer/VAR, vehicle driver, or any other party to purposefully impair the functionality of the device.

Outside of these conditions, Verizon Connect devices that are not operating to specifications and are within the term of limited warranty may be eligible for an RA # authorizing replacement of the device and/or device peripherals as needed. For details please see the Return Authorization Policy and Process information below.

### Return Authorization Policy & Process

If your Verizon Connect device is not functioning properly, contact the Verizon Connect Customer Care department at 866.227.7323 to assist you in troubleshooting the device. Our Customer Care team will work with you to resolve the issue. If Verizon Connect is unable to resolve the issue remotely, the device may need to be replaced. The procedure for issuance of the Verizon Connect RA# and for shipment parts depends on the limited warranty coverage status of the particular device.

For devices under limited warranty:

1. Troubleshooting
  - a. Contact Verizon Connect Customer Care at 866.227.7323 to remotely troubleshoot<sup>6</sup> the device and peripherals.

<sup>5</sup> Should the damage be determined by Verizon Connect to be caused by a Verizon Connect Certified Installer or any Verizon Connect employee or Verizon Connect subcontracted service provider, the limited warranty will remain in effect. <sup>6</sup> Limited warranty coverage requires adherence with Verizon Connect established device troubleshooting procedures. See Verizon Connect Troubleshooting guide for troubleshooting steps and requirements.



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## 2. Return Authorization Number

- a. If the issue cannot be resolved by Customer Care, Verizon Connect will issue an RA# authorizing limited warranty coverage for replacement of the defective device and/or peripherals.
- b. Devices and peripherals under limited warranty cannot be repaired, they must be replaced.
- c. The RA # issued can only be used for the unit and/or peripherals with the serial numbered unit specified by Verizon Connect.

## 3. Replacement Unit

- a. Verizon Connect will ship a replacement device (with equal functionality) and/or peripherals, within 48 business hours of issuing the RA #. Replacement device may be a refurbished product. Refurbished devices are previously used, reconditioned and tested devices, which must pass strict quality control standards established by Verizon Connect.
- b. For approved RA's Verizon Connect will pay for standard ground shipping of replacement device and/or peripherals. Expedited shipping is available at the customer/VAR's expense. The customer/VAR is required to provide a shipping carrier account number (UPS) or provide consent to be billed for the expedited shipping charges.
- c. Replacement Devices are covered under limited warranty for the greater of; (1) the balance of the remaining limited warranty period of the original device or (2) ninety (90) days from date of activation of the replacement device. Limited warranty coverage on the replacement device will match the limited warranty coverage inherited from the original device. Limited warranty coverage for the ninety (90) days does not include labor unless you purchased an extended installation warranty.

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### 4. Return Shipping

- a. All materials replaced under an approved Verizon Connect RA # are property of Verizon Connect. You are required to return the defective device to Verizon Connect. For your convenience, a pre-paid return shipping label will be sent to you along with the replacement device. The defective device must be returned to Verizon Connect within 30 calendar days after the shipment of the replacement device. If the defective device is not returned within 30 calendar days you will be billed a Device Non-Return Fee at the then current rate<sup>7</sup>.
- b. The shipping box used to return the device must clearly be labeled "Verizon Connect RA#XXXXXX" and the serial number of the defective device must match the device stipulated at the time the RA# was issued. If you return the wrong device and the serial number does not match our records, Networkfleet will return the device to you at your expense and the RA will remain open pending return of the correct device.

<sup>7</sup> If device removal is performed by a Verizon Connect Certified Installer, the Installer bears responsibility and liability for return of the defective device. Rate for Device non Return Fee is equal to then-current price of a new corresponding device.



## 5. Installation

- a. You have the option to request that labor associated with removal of a defective device and installation of a replacement device (Device Swap) be handled by a Verizon Connect Certified Installer. During the 1<sup>st</sup> year of coverage<sup>8</sup> on a device this service is provided free of charge subject to the following conditions.
  - i. You must first contact Verizon Connect Customer Care and complete our required troubleshooting protocol
  - ii. You must have an approved RA# for each device that is to be swapped.
  - iii. You must adhere to all policies and procedures pursuant to use of the Verizon Connect Certified Installer Networkfleet.
- b. The Certified Installer who provides the service will inspect the vehicle, the device and device peripherals prior to completing the swap. Installers will document and submit any evidence of the following:
  - Tampering (e.g. absence of security zip-ties, cut cables),
  - Failure to comply with troubleshooting requirements (e.g. blown fuse, unplugged antenna, unplugged power harness) or
  - Any other condition that voids the device limited warranty

In the event these conditions are found you will be charged for an Installer Troubleshooting Visit (at the then current rate) and for any parts needed to complete the service call at then current retail prices. In addition, repeated violation of these terms puts you at risk of exclusion from further limited warranty coverage.

### **For devices outside the limited warranty:**

Contact Verizon Connect Customer Care at 866.227.7323 to remotely troubleshoot<sup>9</sup> the device and peripherals. If Customer Care is unable to resolve the issue with your device, you may be eligible for an Out of Warranty RA #. This number authorizes purchase of a new device of equal functionality at a reduced cost. The Customer/VAR is responsible for shipping and any applicable taxes. For hardware pricing contact Verizon Connect Customer Care.

1. As part of this Out of Warranty RA, all materials replaced are property of Verizon Connect. You are required to return the defective device to Verizon Connect. For your convenience, a pre-paid return shipping label will be sent to you along with the replacement device. The defective device must be returned to Verizon Connect within 30 calendar days after the shipment of the replacement device. If the defective device is not returned within 30 calendar days you will be billed a Device Non- Return Fee at the then current rate<sup>10</sup>.
2. When activated the device purchased through the Out of Warranty RA Program will bill to your account at the then current monthly service rate.
3. You will be billed any related installation charges. These services are not covered by the extended installation warranty service.

<sup>8</sup> If Customer/VAR has purchased the monthly extended installation service, there will be no charge for the installation of replacement devices that are covered under the limited lifetime warranty. <sup>9</sup> Limited warranty coverage requires adherence with Verizon Connect established device troubleshooting procedures. See Verizon Connect Troubleshooting guide for troubleshooting steps and requirements. <sup>10</sup> If device removal is performed by a Verizon Connect Certified Installer, the installer bears responsibility and liability for return of the defective device.



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# Verizon Connect Networkfleet Limited Warranty Asset Guard

## General Terms of Coverage

Verizon Connect warrants to the Customer that the Asset Guard device will be free from defects in material and workmanship that prevent the device from functioning in accordance with its specifications for a period of three (3) years following initial activation.

### Verizon Connect Networkfleet Limited Warranty For Asset Guard Devices

Included at no charge with approved Verizon Connect RA #

Asset Guard Device

Ground Shipping

## General Terms of Coverage (Continued)

The Asset Guard device is designed to resist normal physical wear and tear from standard use. Limited warranty coverage is activated by device malfunction according to pre-determined specifications as determined at the sole discretion of Verizon Connect.

The battery is designed for long-life applications. However, the actual duration of battery life will depend upon device configuration, strength of cellular signal, as well as other factors. Except for inherent defects to the battery as determined solely by Verizon Connect, this Warranty does not extend coverage to the battery.

Limited warranty coverage is VOID if Verizon Connect determines that device failure is due to any of the following reasons:

1. Physical damage to the device caused by vehicle/asset operation or negligent/improper handling and treatment of the device on the part of the Customer or any other non-Verizon Connect individual.
2. Damage caused by water or any other liquid.
3. Tampering with the device.
4. Improper installation<sup>1</sup>. All installations must conform to Verizon Connect Installation Guidelines.
5. Defects or damage caused by the use of non-Verizon Connect branded or approved products, accessories or other peripheral equipment.
6. IMEI or serial number has been removed or defaced.



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7. Any other circumstance that Verizon Connect deems to constitute intent on the part of the Customer, vehicle driver or any other party to purposefully impair the functionality of the device whether directly or indirectly.

Outside of these conditions, Verizon Connect devices that are not operating to specifications and are within the term of limited warranty may be eligible for an RA # authorizing replacement of the device. For details please see the Authorization Policy and Process information below.

## Return Authorization Policy & Process

If your Verizon Connect device is not functioning properly, contact the Verizon Connect Customer Care department at 866.227.7323 to assist you in troubleshooting the device. Our Customer Care team will work with you to resolve the issue. If Verizon Connect is unable to resolve the issue remotely the device may need to be replaced. The procedure for issuance of the Verizon Connect RA # and for shipment of replacement parts depends on the limited warranty coverage status of the particular device. For devices under limited warranty:

1. Troubleshoot
  - a. Contact Verizon Connect Customer Care at 866.227.7323 to remotely troubleshoot<sup>2</sup> the device.
2. Return Authorization Number
  - a. If the issue cannot be resolved by Customer Care, Verizon Connect will issue an RA # authorizing limited warranty coverage for replacement of the defective device.
  - b. Devices under limited warranty cannot be repaired; they must be replaced.
  - c. The RA # issued can only be used for the device with the IMEI numbered unit specified by Verizon Connect.
3. Replacement Device
  - a. Verizon Connect will ship a replacement device (with equal functionality) within 48 business hours of issuing the RA #. Replacement Asset Guard device may be a refurbished product. Refurbished devices are previously used, reconditioned and tested devices, which must pass strict quality control standards established by Verizon Connect.
  - b. For approved RA's Networkfleet will pay for standard ground shipping of replacement devices. Expedited shipping is available at the Customer's expense. The Customer is required to provide a shipping carrier account number (UPS) or provide consent to be billed for the expedited shipping charges.
  - c. Replacement devices are covered under limited warranty for the greater of; (1) the balance of the remaining limited warranty period of the original device or (2) ninety (90) days from date of activation of the replacement device. Limited warranty coverage on the replacement device will match the limited warranty coverage inherited from the original device. Limited warranty coverage for the ninety (90) days does not include labor unless you purchased an extended installation warranty.

<sup>1</sup> Should the damage be determined by Verizon Connect to be caused by a Verizon Connect Certified Installer or any Verizon Connect employee or Verizon Connect subcontracted service provider, the limited warranty will remain in effect. <sup>2</sup> Limited warranty coverage requires adherence with Verizon Connect established device troubleshooting procedures. See Verizon Connect Troubleshooting guide for troubleshooting steps and requirements.



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#### 4. Return Shipping

- a. All materials replaced under an approved Verizon Connect RA # are property of Verizon Connect. You are required to return the defective device to Verizon Connect. For your convenience, a pre-paid return shipping label will be sent to you along with the replacement device. The defective device must be returned to Verizon Connect within 30 calendar days after the shipment of the replacement device. If the defective device is not returned within 30 calendar days you will be billed a Device Non-Return Fee at the then current rate<sup>3</sup>.
- b. The shipping box used to return the device must clearly be labeled "Verizon Connect RA#XXXXXX" and the serial number of the defective device must match the device stipulated at the time the RA# was issued. If you return the wrong device and the serial number does not match our records, Verizon Connect will return the device to you at your expense and the RA will remain open pending return of the correct device.

#### 5. Installation

- a. Customer is responsible for removal of original device and installation of Replacement Device. For information on best practices regarding removal/installation contact Verizon Connect Customer Care.

For devices outside of the limited warranty, contact Verizon Connect Customer Care at 866.227.7323 to remotely troubleshoot the device.

<sup>3</sup> If device removal is performed by a Verizon Connect Certified Installer, the Installer bears responsibility and liability for return of the defective device. Rate for Device Non Return Fee is equal to then-current price of a new corresponding device.

