



Warranty

All Net Optics products come with a 1-year manufacturer's warranty against any defective construction or materials. Repairs, technical support, and software upgrades for products under the 1-year warranty are provided free of charge (subject to terms of warranty). This warranty is limited to defects in workmanship and materials and does not cover damage from accident, disaster, misuse, abuse or unauthorized modifications.

An optional warranty-extension for one (1) or two (2) year(s) can be purchased within ninety (90) days of the purchase of the product for ten percent (10%) of the product price per year. Extended warranty coverage begins upon expiration of the 1 year manufacturer's warranty.

Any later purchases of warranty-extension respectively renewal of an expiring one (1) year warranty-extension will be charged in the amount of fifteen percent (15%) of the product price due to the fact that the warranty renewal is not bought together with the product.



Return Merchandise Authorization (RMA)

RMA repairs for products under a Net Optics Warranty are provided free of charge (subject to terms of warranty). For Net Optics products where warranty coverage has expired, we will continue to provide complimentary technical support to guide you through the process, but will be required to charge for shipping, handling, and parts.

Once we have received your request (via phone, email, or online form), a Technical Support Representative will provide any needed assistance and work with you to troubleshoot the issue reported. Should the problem require returning a Net Optics product, we will provide you a RMA-request form with all needed details, like a RMA number, return address, etc.

From here, the process is simple:

- Return the unit back within 30 days to this address

BRAIN FORCE Software GmbH
Technical Support/RMA
Ohmstrasse 10
63225 Langen
Germany

clearly marking the RMA number on the outside of the box. (Products returned to BRAIN FORCE without a valid RMA number, will be returned at the customer's expense)

- Email the tracking number to: rma@brainforce-channel.com
- Upon receipt of the product, BRAIN FORCE will keep you informed about the remaining of the RMA process

In certain situations (such as DOA (Dead on Arrival) products within 30 days), BRAIN FORCE/Net Optics may choose to replace the product in advance.

Contact:

BRAIN FORCE Software GmbH
Technical Support/RMA
Ohmstr. 10
63225 Langen
Germany

T: +49 6103 906 757
rma@brainforce-channel.com
<http://www.network-taps.eu/support/>

RMA request: <http://www.network-taps.eu/support/rma/>