

DATAComm ELECTRONICS

Limited Product Warranty Statement

Effective Date: April 15 2026

Quick Summary: DataComm Electronics warrants all products against defects in materials and workmanship for one (1) year from the date of purchase. Extended warranty coverage beyond one year is available upon request and requires written approval from DataComm. Warranty claims are handled through our Returns department at Returns@datacommelectronics.com.

1. WARRANTY COVERAGE

1.1 Standard Limited Warranty.

DataComm Electronics ("DataComm," "we," "us," or "our") warrants to the original purchaser ("Customer") that all DataComm-branded products will be free from defects in materials and workmanship under normal use and service conditions for a period of one (1) year from the date of original purchase ("Warranty Period").

1.2 Extended Warranty.

Certain product categories—including but not limited to passive connectivity components such as keystone jacks and modules—may qualify for an extended warranty period beyond one (1) year. Extended warranty coverage is not automatic and must be formally requested by the Customer and approved in writing by DataComm. Approval is contingent upon DataComm's review of the installation environment, system components, and application details as provided by the Customer via a completed Warranty Submission Request form. DataComm reserves the right to approve or deny extended warranty requests at its sole discretion.

1.3 Scope of Coverage.

This warranty covers defects in materials and workmanship only. It does not cover product performance in combination with third-party components, systems, or installations not supplied or approved by DataComm.

2. WARRANTY EXCLUSIONS

2.1 This warranty does not cover:

- (a) Damage resulting from misuse, abuse, neglect, or accident;
- (b) Damage resulting from improper installation, operation, or maintenance not in accordance with DataComm's product instructions;
- (c) Damage caused by modification, alteration, or repair by anyone other than DataComm or its authorized representatives;
- (d) Damage caused by operating the product outside the permitted or intended use described in the product documentation;
- (e) Cosmetic damage, including scratches, dents, and broken plastic;
- (f) Normal wear and tear;
- (g) Products with removed or altered serial numbers or identification labels;
- (h) Damage caused by external factors including but not limited to power surges, flooding, fire, or acts of nature.

3. WARRANTY REMEDY

3.1 Repair or Replacement.

During the applicable Warranty Period, DataComm will, at its sole discretion, repair or replace any product confirmed to be defective in materials or workmanship. DataComm reserves the right to use new or refurbished parts in the

repair of warranty items. Replacement products will be warranted for the remainder of the original Warranty Period or ninety (90) days from the date of replacement, whichever is longer.

3.2 No Cash Refunds.

Warranty remedies are limited to repair or replacement only. DataComm does not issue cash refunds under this warranty. For return and refund requests outside of warranty, please refer to DataComm's Return Policy & RMA Terms and Conditions.

4. HOW TO SUBMIT A WARRANTY CLAIM

4.1 Warranty Claim Process.

To submit a warranty claim, Customer must contact DataComm's Returns Department at [Returns@datacommelectronics.com](mailto>Returns@datacommelectronics.com) within the applicable Warranty Period and provide the following:

- (a) Proof of purchase (invoice number or purchase order);
- (b) Product part number, description, and quantity;
- (c) Serial number(s), if applicable;
- (d) A detailed description of the defect or issue;
- (e) Customer contact information (name, company, phone, and email).

4.2 Extended Warranty Submission Request.

Customers seeking extended warranty coverage must submit a completed Warranty Submission Request form, which includes details on the installation environment, system components in use, and application type. Extended warranty requests must be submitted prior to installation where possible. DataComm will review and respond to all requests in writing.

4.3 Return Merchandise Authorization Required.

All warranty returns require a valid Return Merchandise Authorization (RMA) number issued by DataComm prior to shipment. Products returned without an RMA number will be refused. Please refer to DataComm's Return Policy & RMA Terms and Conditions for full return procedures.

5. WARRANTY TRANSFERABILITY

5.1 Non-Transferable.

This warranty is extended solely to the original purchaser of the product and is not transferable to any subsequent owner or user unless expressly approved in writing by DataComm.

6. LIMITATION OF LIABILITY

6.1 No Liability for Certain Damages.

TO THE FULLEST EXTENT PERMITTED BY LAW, DATACOMM SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES ARISING OUT OF OR RELATED TO THE USE OR INABILITY TO USE ANY DATACOMM PRODUCT, EVEN IF DATACOMM HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

6.2 Maximum Liability.

DataComm's total liability under this warranty shall not exceed the original purchase price of the defective product.

7. GOVERNING LAW

7.1 This warranty shall be governed by and construed in accordance with the laws of the State of Georgia, without regard to its conflict of law provisions.

8. CONTACT INFORMATION

For warranty claims, extended warranty requests, or warranty-related inquiries, please contact:

DataComm Electronics
Returns & Warranty Department
Email: [Returns@datacommelectronics.com](mailto>Returns@datacommelectronics.com)
Website: www.datacommelectronics.com