

Product Warranty

Warranty Terms

Each of our manufactured products (a “Product”) is warranted against defects in materials and workmanship for a period of one (1) year from the date of original purchase when used under normal conditions and consistent with applicable Product documentation, subject to the other terms in this Product Warranty.

Warranty Service

If we determine that the hardware components of a Product do not conform to this Product Warranty during the applicable warranty period we will, at our option, repair or replace the Product, or refund the original purchase price of the Product.

Return Materials Authorization (RMA) Process

To benefit from this Product Warranty, you must obtain an RMA during the warranty period. You will be responsible for delivering the Product to the designated RMA address, freight prepaid, for warranty service. We will pay the return freight for the Product using a service of our choice. You may request, and will be solely responsible for, payment of any shipping upgrades. Any Product shipped to us under an RMA, but which is not covered by this Product Warranty, will not be returned.

To obtain an RMA, please use our online RMA Request form, located at:

<https://amplifi.com/rma-uploads/?sending=doRMA>

You will be required to supply the following information: name, contact information, and shipping information; date of purchase of the Product (we may request a copy of the invoice as proof of purchase); problem description; MAC Address of the Product; and troubleshooting actions taken so far. By submitting an RMA Request, you confirm all terms in this Product Warranty.

Following warranty service, a repaired or replacement product may be returned to you as the Product was configured when originally purchased. You are responsible for all back-up, recovery and reinstallation of other software or data.

For customers outside of the United States: you are required to use your own shipping account when sending the Product; the commercial invoice must declare “return for repair” and “no commercial value”; the total value of the commercial invoice cannot exceed \$10.00 USD. If these steps are not followed, the RMA Request will not be accepted or fulfilled. You are responsible for all applicable duties and customs charges for shipment of a Product to and from us.

Limitations of Warranty and Liability

This Product Warranty sets forth our sole and exclusive liability, and the sole and exclusive remedies available in relation to any non-conformity, defect or similar claim. This Product Warranty is provided only to the original purchaser of the Product. This Product Warranty does not, among other things, cover labor cost for removing and reinstalling a Product for repair, any consumable parts that are readily replaced in normal use, problems caused by normal wear and tear or otherwise due to the normal aging of the Product, or cosmetic damage. No representation or warranty is made with respect to services that may be delivered or made available in connection with a Product.

This Product Warranty does not apply to any Product that we determine has been, in any way: dis-assembled, modified or altered, other than by us or as authorized by us; painted, rebranded or physically modified; improperly installed or not used at all times in accordance with the applicable Product documentation; damaged due to improper cabling or installation; subjected to misuse, abuse, negligence, or abnormal physical, electromagnetic or electrical stress; damaged or impaired as a result of the use of third party hardware, firmware or software; or, has had its original Ubiquiti Networks MAC address label removed; or, has not been received by us within thirty (30) days of issuance of the RMA.

For a Product to be eligible under this Product Warranty, you shall: use only CAT5 (or above) cabling for all Ethernet cabling runs; use shielded Ethernet cabling for outdoor installations; follow indoor cabling requirements for indoor installations; operate the Product in accordance with the applicable Product documentation; use all software updates made available for your Product; comply with all applicable laws and regulations governing the installation and use of the Product; obtain all locally required authorizations, permits, and licenses; not export to, or use the Product in, any jurisdiction or for any person in a manner that would cause a violation of U.S. or other laws.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, NEITHER UBIQUITI NETWORKS NOR ANY OF ITS AFFILITATES ARE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF THE PURCHASE OR USE OF A PRODUCT, INCLUDING WITHOUT LIMITATION ANY LOST PROFITS OR LOST SAVINGS (INCLUDING LOSS OF REVENUE OR PROFITS ON CONTRACTS, LOSS OF THE USE OF MONEY, LOSS OF GOODWILL, LOSS OF OPPORTUNITY, DAMAGE TO REPUTATION, OR LOSS OF USE OR INTERRUPTION OF BUSINESS, COST OF COVER OR PROCUREMENT OF SUBSTITUTE GOODS), HOWEVER CAUSED, ARISING IN CONTRACT, TORT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE. THIS PRODUCT WARRANTY AND REMEDIES SET FORTH HEREIN ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES, AND CONDITIONS, WHETHER ORAL, WRITTEN, EXPRESS, STATUTORY OR IMPLIED. EXCEPT FOR ANY EXPRESS WARRANTIES SET FORTH HEREIN, UBIQUITI NETWORKS, ITS AFFILIATES, AND ITS AND THEIR SUPPLIERS, LICENSORS, SERVICE AND OTHER PROVIDERS HEREBY DISCLAIM AND MAKE NO OTHER REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESS, IMPLIED OR STATUTORY, INCLUDING, BUT NOT LIMITED TO,

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Contact Us

To get in touch with Ubiquiti regarding your order, please email us at sales@ulabs.com.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.