

STATEMENT OF WARRANTY

Nextivity is committed to delivering best-in-class solutions powered by quality-built and thoroughly tested hardware. Should you experience an issue with a purchase, the Nextivity team will work with you to resolve the matter quickly.

The Nextivity Support Team is experienced, has direct access to experts across the company, and is empowered to resolve issues quickly. We strive to provide a hassle-free experience for our customers to minimize the business impact of warranty and support issues.

To report an issue:

- End Users of any CEL-FI product, SHIELD SOLO, or SHIELD EXTEND: Contact your System Integrator or Installer who sold you the system.
- SHIELD MegaFi End Users: Contact support@nextivityinc.com.
- Nextivity Partners: Follow the process outlined in the [Nextivity Partner Portal](#).

NEXTIVITY STANDARD WARRANTY

Nextivity products are backed by a 24-month warranty, extendible for up to 60 months with the purchase of an extended warranty. The warranty period begins at the time of purchase of a new product.

For products sold after Nextivity has publicly announced End-of-Life (EOL) status, the warranty period will be limited to the earlier of:

- 24 months from the date of purchase, or
- 36 months from the official EOL announcement date.

Nextivity only warranties products purchased from an authorized distributor or directly from Nextivity.

If a product needs to be returned to Nextivity for repair or replacement, Nextivity will issue a "Returned Material Authorization" (RMA) and shipping instructions.

If a product needs service or repairs and is out of warranty, Nextivity offers "break-fix" service at an additional cost. To request a repair, contact support@nextivityinc.com.

OUR WARRANTY

- Nextivity's Limited Warranty.
- Nextivity, Inc. ("Nextivity") warrants each Nextivity Product against defects in materials and workmanship when used in accordance with Nextivity's published guidelines for the Warranty Period. The return of the Product in accordance with the Returned Procedures set forth below, is a condition precedent to all warranty obligations of Nextivity. The foregoing Limited Warranty extends only to the retail purchaser of the Products ("Customer") and to no other person.
- The foregoing Limited Warranty does not apply to (i) damage or loss during shipment for replacement or repair; (ii) Products that have been subjected to accident, abuse, misuse, neglect, shipping or other physical damage, improper installation or operation, improper testing or use contrary to the instructions given by the Nextivity; or (iii) Products that have been repaired, altered, or modified by anyone other than Nextivity

Specifics

- Nextivity will not accept Product without a valid Nextivity-issued RMA number.
- If a Product is issued an RMA as a Defective Product and is within the Warranty Period it shall be processed as follows:
 - Upon receipt of the Defective Product, Nextivity will perform standard product refurbishment services which include:
 - surface inspection and cleaning;
 - software updates to the current agreed revision;
 - new packaging, materials, inserts and boxes;
 - at a cost to the Company, provide for missing standard accessories such as power supplies or mounting brackets. Such items shall be quoted to the Company prior to repair;
 - new label, serial number and will be clearly marked as refurbished Product.
 - If any RMA Product is determined to have status of NTF, such Product will be treated as defective and will be refurbished as listed above.
 - Nextivity will ship RMA Product repaired or refurbished in this section 1 no later than thirty days from receipt by Nextivity's repair facility.

Warranty Period

- For any Product RMA repaired or refurbished, Nextivity will provide the greater of i) the remaining term of the Product Warranty Period, or ii) one hundred twenty (120) days from the date of shipment from the Nextivity designated repair facility for the repairs made by Nextivity.

Out-Of-Warranty Repairs

- The process for the repair or refurbishment services ("Nextivity Services") provided by Nextivity for Out-of-Warranty Product is as follows:
 - Damaged or defective Product RMA:
 - Nextivity will provide a custom price quotation based on Product type, Warranty Period expiration date and other factors for the Nextivity Services. The quotation will be valid for thirty (30) days from the date of issue;
 - The Nextivity Services shall have a limited warranty of one hundred twenty (120) days from the date of shipment from the Nextivity repair facility;
 - No Product will be accepted and no Nextivity Services will be performed without Nextivity's receipt of a valid Company purchase order or prepayment.

NEXTIVITY EXTENDED WARRANTY

Nextivity is pleased to offer optional extended warranty coverage for up to 60 months from the time of purchase. Extended warranties are available to add protection for currently available products in working condition.

Warranty policy for EOL items: end of life products are always covered by our standard 2 year warranty when purchased new from an authorized partner, however, extended warranties are not available.

Extended warranty coverage is available in 12-month (renew annually) or 36-month increments.

Extended warranties may be purchased from an authorized distributor during the initial sale or added later (up to a maximum of 5 years of coverage). Contact your distributor to add extended warranty coverage.

ADDITIONAL SUPPORT

End Users: If you are an end user with a warranty issue, Nextivity recommends that you first contact your System Integrator or Installer for guidance. Nextivity partners are equipped to assist you.

Nextivity System Integrators and Installers: Nextivity recommends you work through your distributor or contact the Warranty Team at warranties@nextivityinc.com. Detailed instructions for handling warranty issues are available to registered users in the [Nextivity Partner Portal](#).