



Extreme Networks Product Warranty

Additional Extreme Networks product warranty information may be found at:
<http://www.extremenetworks.com/support/policies>

THIS WARRANTY IS GIVEN TO THE ORIGINAL PURCHASING END USER AND IS APPLICABLE ONLY TO PRODUCTS AND LICENSED MATERIALS AS LISTED HEREIN AND SOLD OR DISTRIBUTED TO SUCH END USER BY EXTREME NETWORKS, INC. (INCLUDING EXTREME NETWORKS IRELAND LIMITED, A WHOLLY OWNED SUBSIDIARY, COLLECTIVELY "EXTREME") OR AN AUTHORIZED EXTREME CHANNEL PARTNER.

PRODUCT REGISTRATION WITHIN 30 DAYS AFTER PURCHASE IS REQUIRED TO VALIDATE PRODUCT WARRANTY TO ENSURE FULL AVAILABILITY OF SERVICES ELIGIBILITY. FAILURE TO DO SO MAY RESULT IN DELAYS IN RECEIVING WARRANTY SUPPORT.

Table 1 – Extreme Product Warranty Summary of Entitlements

Warranty	Duration of Warranty "Warranty Period"	Global Technical Assistance Center*	On-Line Support Portal	Software/Firmware Availability	Hardware Replacement ¹
1 Year Warranty	One Year	One Year	One Year	90 Days - Defective Software Media Replacement	Return and Replace – Hardware shipped within 10 business days of receipt of defective asset
5 Year Warranty	Five Years	Five Years	Five Years	Two years for Base Operational Software ² Updates	Return and Replace – Hardware shipped within 10 business days of receipt of defective asset
Limited Lifetime Warranty – 10 Business Day Ship	Product Lifetime ³	Product Lifetime	Product Lifetime	Product Lifetime for Base Operational Software Updates and Upgrades ⁴ One Year for Advanced Software License Updates ⁵	Advanced exchange replacement hardware is shipped within 10 business days
Limited Lifetime Warranty With Express Advanced Hardware Replacement ⁶	Product Lifetime	Product Lifetime	Product Lifetime	Product Lifetime for Base Operational Software Updates ⁷	Advanced exchange replacement hardware shipped next business day from RMA approval time
Limited Lifetime Warranty 15 Day Return To Factory Ship	Product Lifetime	Product Lifetime	Product Lifetime	One year for Base Operational Software Updates	Return and Replace – Hardware shipped within 15 business days of receipt of defective asset
Limited Lifetime Warranty With Express Advanced Hardware Replacement-2	Product Lifetime	Product Lifetime	Product Lifetime	Product Lifetime for Base Operational Software Updates and Upgrades	Advanced exchange replacement hardware shipped next business day from RMA approval time
Software Warranty ⁸	90 Days	90 Days	90 Days	90 Days	N/A
1 Month Warranty (WiNG) ⁹	1 Month for Hardware	90 Days	1 Month	N/A	Return and Replace – Hardware shipped within 10 business days of receipt of defective asset
3 Month Warranty (WiNG) ⁹	3 Months	90 Days	3 Months	N/A	Return and Replace – Hardware shipped within 10 business days of receipt of defective asset
1 Year Warranty (WiNG) ^{8,10}	One Year	90 Days	1 Year	90 Days - Defective software media replacement	Return and Replace – Hardware shipped within 10 business days of receipt of defective asset
Limited Lifetime Warranty ⁸ (WiNG)	Product Lifetime	90 Days	Product Lifetime	90 Days - Defective software media replacement	Return and Replace – Hardware shipped within 10 business days of receipt of defective asset
Limited Lifetime Warranty with Express Advanced Hardware Replacement-B ⁹	Product Lifetime	Product Lifetime ⁹	Product Lifetime	Product Lifetime for Base Operational Software Updates and Upgrades	Advanced exchange replacement hardware shipped next business day from RMA approval time

*8 AM to 5 PM (Monday to Friday) local End User's time.

¹Actual delivery times may vary depending on specific End User location.

²Base Operational Software as defined by Extreme below.

³Product Lifetime is as further defined and conditioned by Extreme below.

⁴Updates and Upgrades are as further defined by Extreme below.

⁵Advanced Software License and Advanced Software License Updates are as further defined by Extreme below.

⁶Advanced exchange replacement hardware delivered next business day from RMA approval time for A2, B2/C2, B3/C3, G3 products in North America, Western Europe and Australia only. Advance Hardware Replacement as further defined and conditioned by Extreme below.

⁷Sustaining/Maintenance update releases as defined by Extreme below.

⁸This warranty is also applicable to the WLAN and ADSP products acquired from Zebra technologies by Extreme Networks. Provisions provided under the Extreme Warranty are continuations of the Zebra warranty provisions in place at the time of the acquisition.

⁹Global Technical support provided via: Telephone, Online Support Portal and email for first 12 months, (from Warranty Start Date), Online Support Portal and email support for remainder of Warranty Period.

¹⁰Product Lifetime for WLAN9100 Products is 3 years post end of sale date.

Product (Limited) Warranty

Hardware Product Warranty

Subject to the limitations and conditions set forth herein, Extreme warrants to the original purchasing End User that each unit of Extreme hardware products (“Hardware Products” or “Products”) will be free from defects in material and workmanship under normal use consistent with Extreme’s published written specifications for the Product at the time of shipment. Warranty Period is for the duration specified in Table 1 – Product Warranty, beginning from the date of shipment. Breach of warranty will be enforceable against Extreme only if written notice of such breach is received by Extreme within the applicable Warranty Period.

Software Product Warranty

Subject to the limitations and conditions set forth herein, Extreme warrants that commencing on the Warranty Start Date and continuing for a period of ninety (90) days: (a) the media on which the Software is furnished will be free of defects in materials and workmanship under normal use and (b) the Software substantially conforms to the documentation. Except for the foregoing limited warranty, the Software is provided “AS IS”. This limited warranty extends only to the Software purchased from an approved source by an End User who is the first registered end user. End User’s sole and exclusive remedy and the entire liability of Extreme and its suppliers under this limited warranty will be (i) replacement of the defective media and/or (ii) at Extreme’s sole option, repair or replacement of the Software subject to the condition that any error or defect constituting a breach of this limited warranty is reported to Extreme within the warranty period. In no event does Extreme warrant that the Software is error free or that End User will be able to operate the Software without problems or interruptions. In addition, due to the continual development of new techniques for intruding upon and attacking networks, Extreme does not warrant that the Software or any equipment, system or network on which the Software is used will be free of vulnerability to intrusion or attack.

Remedies – In the event of a failure of any Product to comply with the foregoing warranty during the applicable warranty period, Extreme shall, at its sole option, repair or replace the Product (which may include a workaround) or refund the fees paid for such Product following return of such Product. The foregoing sets forth Customer’s sole and exclusive remedies for breach of warranty.

To ensure timely receipt of Product Warranty entitlements as described herein, end-user customer must register your Extreme products. Product registration is required within 30 days after purchase to validate product warranty. Failure to do so may result in delays in receiving warranty support. Product warranty registration is available at:

<http://www.extremenetworks.com/support/product-registration>

To determine the applicable warranty for a particular product reference the [Product Warranty Table](#).

Definitions Used in This Policy

Documentation – Extreme supplied or published then-current technical documentation describing the features and functions of the associated Products.

Warranty Start Date – Used in this policy is from the date of shipment of the Product from Extreme, or in the case of resale by an Extreme authorized reseller, commencing not more than 90 days after shipment by Extreme.

Warranty Duration – Product Lifetime – Except where otherwise defined, a period of time commencing on the Warranty Start Date from Extreme (see below) and ending on five years from the Product’s announced end-of-sale date in accordance with Extreme’s End of Life policy described at: <http://www.extremenetworks.com/support/policies/end-of-life-policy/>. For purposes of further clarity, end-of-sale dates are defined in the Extreme End of Life Policy. Extreme Wireless Controllers Product Lifetime warranty duration is one year from the Product’s end-of-sale date.

Base Operational Software – Embedded software that is required to operate an Extreme-branded network device and is offered for sale as an inclusive component of such hardware network device product as further described in Extreme’s published price list applicable to such hardware product (“Covered Product”).

Feature Packs and Advanced Software Licenses – Defined as software enabled pursuant to authorized use of an Extreme-issued license key that enables certain optional embedded software features in an Extreme Networks network device and is offered for sale as an optional component of such hardware network device product as further described in Extreme Networks’ published price list applicable to such hardware product (“Covered Product”).

Advanced Software License Updates – Minor releases of Advanced Software Licenses that are optional embedded software features of Covered Products.

Application Software – Defined as software that is not required to operate a network device, such as management software or other standalone software. It is not an enhancement to the Base Operational Software and may reside on another network device.

Upgrade and Update Software / Firmware Release Schema – A.B.C.

- A = Major Release Number. Major software releases are upgrades.
- B = Minor / Sustaining Release Number. Minor / Sustaining releases are updates.
- C = Maintenance / Sustaining Release Number. Maintenance / Sustaining releases are updates.

Extreme Product Warranty Entitlements

Global Technical Assistance Center – Customer is entitled as part of this warranty to utilize Extreme warranty support line via email, Web form or telephone available from 8 AM to 5 PM (Monday to Friday) local End User's time for basic hardware and operational software troubleshooting assistance in connection with warranty claims, including RMA's (excluding installation, configuration and general networking troubleshooting).

On-Line Support Portal – Customer shall also have access to Extreme Customer Support Website by registering the Product and/or FRU at: <http://www.extremenetworks.com/support/product-registration/>, which may include, but is not limited to: (i) information about status and/or review of known hardware and/or software issues/problems, (ii) access to technical documentation, (iii) the ability to log a case, (iv) information about the status of outstanding RMAs.

Base Operational Software – Updates and Upgrades –

Customer is entitled to receive any Base Operational Software or Base Operational Software upgrades/updates that Extreme may develop and generally release on Covered Products.

Base Operational Software: Updates – Customer is entitled to receive any Base Operational Software updates (i.e., sustaining and/or maintenance releases) that Extreme may develop and generally release on Covered Products.

Hardware Replacement: Advanced Exchange Next

Business Day Ship – Extreme Networks must process the RMA relating to the defective product per the Advanced Exchange Warranty RMA Times section of the Extreme Networks Service Availability Matrix, Monday through Friday, in order to ship the replacement product to your site, by the end of day of the Next Business Day. Otherwise Second Business Day shipment will be provided for RMA's processed after the time indicated.

Extreme will use all commercially reasonable efforts to pick pack and ship the hardware replacement using a commercial delivery service to customers' site. The replacement part will be shipped via ground shipping with shipping charges prepaid. Shipments are designed to achieve 2-4 business day delivery from an Extreme regional parts depot to the customer delivery site. Variation in business delivery days is possible depending on country of destination or geographical location with the country or other factors.

Extreme pays for the return freight of products from Customer to Extreme, including any applicable taxes, duties and custom fees to country of shipment destination. Any government or Brokers fees associated with the return of products from Customer to Extreme in the country of origin is Customers responsibility. Customer must be the Exporter of Record for all product returns to Extreme. Extreme pays the freight of the unit shipped to customer, excluding any applicable taxes, duties and custom fees in Customers destination country. Extreme will not be the importer of record on any shipments to Customer.

Customer is responsible for returning the defective Product to an Extreme-authorized return facility. In the event that you fail to return the defective Product within ten (10) business days of receipt of the replacement FRU, Extreme reserves the right to require customer to pay the full, or portion of the, List Price of the FRU or product component. Extreme will send an invoice to customer that will reflect the amount to be paid.

Hardware Replacement: Return and Replace – Extreme will make commercially reasonable efforts, at its expense, to see the shipping of a repaired or replacement FRU (feature, function and fit compatible) within 10 or 15 business days (depending upon affected product) of receipt of the defective FRU at an Extreme facility.

Extreme will use all commercially reasonable efforts to pick pack and ship the hardware replacement using a commercial delivery service to customers' site. The replacement part will be shipped via ground shipping with shipping charges prepaid. Shipments are designed to achieve 2-4 business day delivery from an Extreme regional parts depot to the customer delivery site. Variation in business delivery days is possible depending on country of destination or geographical location with the country or other factors.

Customer pays for the return freight of the product to Extreme's designated location, including any applicable taxes, duties and custom fees in both country of origin and destination. Customer must be the Exporter of Record for all product returns to Extreme. Extreme pays the freight

of the unit shipped to Customer, excluding any applicable taxes, duties and custom fees. Customer must be the Importer of Record for all returns to Customer.

Advanced Hardware Replacement – Extreme provides for the advanced shipment of replacement hardware. After a request for a replacement Field Replaceable Unit (FRU) is validated for warranty entitlement by Extreme Global Technical Assistance Center (GTAC) and a Return Material Authorization (RMA) number is processed, a new field replaceable unit (FRU), Extreme will make commercially reasonable efforts, to pick, pack and ship the replacement FRU per the Hardware Replacement provisions as stated in Table 1 (Warranty Summary of Entitlements) using a commercial delivery service to customer’s site.

Extreme will use all commercially reasonable efforts to pick pack and ship the hardware replacement using a commercial delivery service to customers’ site. The replacement part will be shipped via ground shipping with shipping charges prepaid. Shipments are designed to achieve 2-4 business day delivery from an Extreme regional parts depot to the customer delivery site. Variation in business delivery days is possible depending on country of destination or geographical location with the country or other factors.

Extreme pays for the return freight of products from Customer to Extreme, including any applicable taxes, duties and custom fees to country of shipment destination. Any government or Brokers fees associated with the return of products from Customer to Extreme in the country of origin is Customers responsibility. Customer must be the Exporter of Record for all product returns to Extreme. Extreme pays the freight of the unit shipped to customer, excluding any applicable taxes, duties and custom fees in Customers destination country. Extreme will not be the importer of record on any shipments to Customer.

Customer is responsible for returning the defective Product to an Extreme-authorized return facility In the event that you fail to return the defective Product within ten (10) business days of receipt of the replacement FRU, Extreme reserves the right to require customer to pay the full, or portion of the, List Price of the FRU or product component. Extreme will send an invoice to customer that will reflect

the amount to be paid.

Hardware Replacement: General Provisions – Extreme is not responsible for any delays related to export or customs regulations or processes, or transportation issues. Actual delivery times may vary depending on specific customer location.

Dead on Arrival (DOA) – For up to 30 days from the date of shipment of the Product from Extreme (or in the case of resale by an Extreme authorized reseller or channel partner, commencing not more than 90 days after shipment by Extreme), Extreme will provide Advanced Hardware Replacement of affected field replaceable unit (FRU) of Hardware Products that fail to operate within 24 hours of initial installation.

For purposes of this DOA policy, “fail to operate” shall mean a material failure to substantially perform in accordance with the Hardware Products’ published Documentation.

Warranty Duration: Integrated Component Coverage – For certain product families some Integrated Components, such as power supplies, fans, and cables, may have their own separate warranty duration which may be different than the product it is embedded in. For a listing, reference Table 2 – Integrated Component Coverage below.

Table 2 – Integrated Components Coverage

The following components that are integrated within a product may have separate warranty provisions:

Product Family	Fans	Power Supplies ⁹
I-Series	N/A	3 Years
7100G	5 Years	5 Years

⁹External Redundant Power Supplies are included in the warranty coverage for the A, B, and C Series. Redundant Power Supply Cables that are shipped with External Redundant Power Supplies are covered under the Redundant Power Supply Warranty.

Appliance Products and Products Sold Within a Bundle – For products that are sold in a “bundled” manner noted as either a Bundle or as an Appliance in further defined in Extreme’s published price list, the warranty provision provided is per each individual Product Part Number that comprises the bundle, unless otherwise noted in the price list.

Warranty Assumptions

Extreme is not responsible for any delays related to export or customs regulations or processes, in the event of force majeure, or due to transportation issues. Actual delivery times may vary depending on specific customer location.

Replacement Products will be warranted for the remaining warranty period of the original Products that were replaced, and may be new or refurbished products. If a warranty claim is invalid for any reason and Extreme agrees to repair the returned Product even though it is not under warranty, Extreme reserves the right to charge for services performed and expenses incurred by Extreme in repairing, handling and shipping the returned Product. Expendable parts, such as fuses, lamps, filters, and other parts that are regularly replaced due to normal use are excluded from this limited Product Warranty.

As to Products repaired or replaced during the original warranty period for such Product, the warranty period on the replacement Product or the repaired Product shall terminate 30 days after shipment to End User or upon the termination of the original warranty period, whichever is longer.

Unless required for operational reasons or as otherwise agreed between customer and Extreme in a separate writing, replacement FRU will be at the then-current minimum hardware, software and software release levels as published by Extreme for the Product being replaced.

As to any out-of-warranty Products repaired, modified or replaced by Extreme at Extreme's regular published charges, the warranty period with respect to the material and workmanship hereunder shall expire 30 days after the date of shipment of said Product to End User.

Warranty Exclusions

Limitation

The warranties set forth above shall not apply to: (i) any third party software or hardware, whether or not such third party software or hardware is or was provided by Extreme; (ii) any Products that have been modified or repaired by anyone or any entity other than Extreme or as authorized by Extreme in writing; or (iii) any Products

which have not been maintained in accordance with any handling or operating instructions supplied by Extreme, or that have been subjected to any unusual or non-standard physical or electrical stress, misuse, negligence, accidents, or causes beyond Extreme's control. The warranties and corresponding entitlements set forth herein are for the benefit of and shall apply only to end user customer.

Disclaimer of Warranties

EXCEPT FOR THE EXPRESS WARRANTIES AND CONDITIONS SET FORTH HEREIN, EXTREME MAKES NO OTHER WARRANTIES OR CONDITIONS RELATING TO THE PRODUCTS AND/OR FRU(S) PROVIDED, AND SPECIFICALLY AND EXPRESSLY DISCLAIMS ANY OTHER EXPRESS, IMPLIED OR STATUTORY WARRANTIES AND FURTHER EXPRESSLY DISCLAIMS ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR PARTICULAR PURPOSE, ACCURACY OF INFORMATION, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. IN NO EVENT WILL EXTREME BE LIABLE TO CUSTOMER FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES OF ANY KIND (INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS OR LOST SAVINGS, LOSS OF USE OR INTERRUPTION OF BUSINESS, OR PROCUREMENT OF SUBSTITUTE GOODS), HOWEVER CAUSED, WHETHER ARISING IN CONTRACT, TORT, BREACH OF WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHERWISE, EVEN IF EXTREME WAS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND WHETHER OR NOT ANY REMEDY PROVIDED HEREIN SHOULD FAIL OF ITS ESSENTIAL PURPOSE. EXTREME TOTAL LIABILITY UNDER THIS WARRANTY TO CUSTOMER IN RELATION TO THE PRODUCT(S) AND/OR FRU(S) AND FULFILLMENT OF WARRANTY SERVICES AS DEFINED HEREIN SHALL BE LIMITED TO THE AMOUNTS PAID TO EXTREME FOR SUCH PRODUCT(S) AND/OR FRU(S).

Use of Subcontractors

Extreme reserves the right to engage third party subcontractors to perform any services defined herein on behalf of Extreme.



<http://www.extremenetworks.com/contact> / Phone +1-408-579-2800

©2018 Extreme Networks, Inc. All rights reserved. Extreme Networks and the Extreme Networks logo are trademarks or registered trademarks of Extreme Networks, Inc. in the United States and/or other countries. All other names are the property of their respective owners. For additional information on Extreme Networks Trademarks please see <http://www.extremenetworks.com/company/legal/trademarks>. Specifications and product availability are subject to change without notice. 10021-0418-26