

SE NET Warranty Policy

Effective Date: 2024

1. Warranty Coverage

1.1. Labor-Only Warranty (Customer-Supplied Parts)

SE NET provides a limited **30-day workmanship warranty** on installation services from the date of completion. This warranty applies solely to the labor performed by SE NET and does not cover customer-supplied parts or equipment.

- Any new or used equipment provided by the customer is covered exclusively by the manufacturer's warranty.
- Returns, replacements, or repairs of customer-supplied equipment must be handled directly with the manufacturer by the customer.
- If SE NET is requested to replace or repair customer-supplied equipment, standard service rates will apply.

1.2. SE NET Services: Parts and Labor Warranty

For new installations and repairs using equipment purchased from SE NET:

- SE NET warrants its labor for **up to one (1) year** from the completion date.
- Equipment purchased from SE NET is covered under the **manufacturer's warranty period**.
- Any new or used customer-supplied equipment is covered solely by the manufacturer's warranty and is not included in SE NET's warranty coverage.

2. Warranty Exclusions

This warranty does not cover:

- Any modifications, removal, or installation of additional equipment performed by anyone other than SE NET. If any non-SE NET personnel modify or remove SE NET-installed equipment, the **labor warranty is void**.
- Any adjustments or modifications made to the **administrative settings** of the installed equipment by anyone other than SE NET. If an unauthorized party alters the admin settings, the **labor warranty is void**.
- Damage caused by **misuse, neglect, physical damage, environmental factors, power surges, lightning, or acts of nature**.
- Failures due to **improper use, inadequate maintenance, or failure to follow manufacturer instructions**.

- Equipment provided by the customer that is found to be defective, incompatible, or otherwise non-functional.
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3. Warranty Claim Process

To file a warranty claim:

1. Report the Issue

- Send an email to **support@s-e.net** detailing the problem.
- Include a description of the issue, installation details, and any troubleshooting steps taken.

2. Follow Up by Phone

- Customers are encouraged to follow up with a phone call after submitting a written claim.

3. Evaluation & Resolution

- SE NET will evaluate the reported issue to determine if it falls under warranty coverage.
 - If eligible, SE NET will schedule a diagnostic visit to inspect and, if possible, correct the issue assuming parts are available.
 - If the issue is determined to be outside of warranty coverage, standard service rates will apply and a diagnostic fee will be charged. If a full repair is possible, SE NET will provide a quote for customer approval. Upon approval, SE NET will schedule a revisit.
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4. Disclaimer & Limitation of Liability

- SE NET's warranty is **limited to labor and equipment** provided by SE NET, as outlined in this policy.
 - SE NET is **not liable** for indirect, incidental, or consequential damages resulting from equipment failure, improper installation, or customer modifications.
 - The **maximum liability** under this warranty is limited to the **original service charge** for the work performed.
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5. Governing Law

This warranty policy is governed by the laws of [Your State or Jurisdiction]. Any disputes arising from this warranty will be resolved in accordance with local legal procedures.

