**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

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**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’s 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**

o Send an email **to support@s-e.net** detailing the problem.

o Include a description of the issue, installation details, and any troubleshooting steps taken.

**2.Follow Up by Phone**

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

1. **Evaluation & Resolution**

o SE NET will evaluate the reported issue to determine if it falls under warranty coverage.

o If eligible, SE NET will schedule a diagnostic visit to inspect and, if possible, correct the issue assuming parts are available.

o 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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1. **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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1. **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.

Rev 02.06.2025