

Manufacturer Warranty

Last updated: 06/29/2025

At Tolveet, we design and manufacture ruggedized hardware engineered to operate reliably in harsh industrial environments, including extreme heat, heavy rain, and high-dust conditions. While every unit undergoes stringent quality control, unforeseen issues may occur. This warranty outlines Tolveet's commitment to stand behind its products and support its customers with clear, fair, and transparent policies.

1. Standard Warranty Coverage (12 Months)

Tolveet warrants that its Equipment is free from defects in materials and workmanship under normal operating conditions, for a period of 12 months from the earlier of the following two events:

- a) the date the Equipment is first activated and successfully connected to Tolveet Manager (cloud activation),
or
- b) 120 calendar days from the date of delivery, as evidenced by the carrier's Proof of Delivery.

This warranty applies only to Equipment purchased directly from Tolveet or an authorized distributor and used in accordance with Tolveet's installation and operating instructions.

2. Warranty Coverage Includes

- Repair or replacement of any component that fails due to manufacturing defect.
- No cost for labor or parts when serviced by Tolveet or its authorized technicians.
- Support during the warranty period for troubleshooting, firmware stability, or failure diagnosis.

3. Conditions and Limitations

This warranty will remain in effect only if the following conditions are met:

Covered

- Defects in factory materials or assembly workmanship.
- Functional failures occurring under normal usage in supported environmental ranges.

Not Covered

- Damage due to misuse, abuse, neglect, or failure to follow installation guidelines.
- Electrical damage from improper wiring, power surges, overvoltage, or unapproved adapters.
- Physical impact, liquid ingress beyond stated IP rating, vermin/infestation damage, or corrosion caused by exposure beyond rated conditions.
- Modifications, disassembly, or repairs performed by unauthorized parties.
- Third-party accessories, consumables, or software not originally supplied by Tolveet.

4. RMA Process and Client Responsibilities

- Clients must contact Tolveet Support to initiate a warranty claim and obtain a Return Merchandise Authorization (RMA) number.
- Return shipments must be prepaid by the Client, including packaging, handling, and insurance.

- Tolveet may, at its discretion, provide advance replacement (cross-shipment) for mission-critical systems, subject to availability and a purchase-order hold.

5. Tolveet's Remedies

If a warranty claim is validated, Tolveet will, at its sole discretion:

- Repair the defective Equipment and return it to the Client,
- Replace the unit with a new or refurbished equivalent, or
- Issue a refund not exceeding the original purchase price if repair/replacement is not feasible.

Replacement units are covered under the remainder of the original warranty term or 90 days, whichever is longer.

6. Extended Warranty (Optional)

Clients may purchase an Extended Warranty Plan to continue coverage beyond the initial 12-month term. This option provides additional protection and uninterrupted access to firmware updates and diagnostics. Plans must be purchased prior to the expiration of the original warranty.

7. Transfer of Warranty

Warranty coverage transfers automatically with the Equipment when:

- The new owner registers the device with Tolveet, and
- Proof of original purchase is provided.

Transfer does not extend the original coverage period.

8. Legal Rights and Limitations

This warranty is offered in addition to all applicable rights granted by consumer protection laws in the country or state of purchase.

To the fullest extent permitted by law, Tolveet disclaims liability for indirect, incidental, or consequential damages, including but not limited to lost data, lost profits, or business interruptions.

Support and Warranty Claims

Email: support@tolveet.com

Please include the product serial number, delivery date, activation status, a brief description of the issue, and any relevant images or logs.