



## DoubleRadius Materials Policies Terms and Conditions

DoubleRadius stands behind our products and takes pride in every package that we ship. Should damage, loss, or failure occur, or if you are unhappy with your product in any way please let us know. We have instituted the following policies to ensure that the concerns of all involved parties are addressed promptly and fairly. If you have any questions or comments please contact our Operations Department.

**TRANSIT DAMAGE/LOSS POLICY:** Please inspect all packages promptly upon receipt. Do not accept a visibly damaged package unless the freight courier making delivery has noted the extent of the damages. If damaged items are found after unpacking, or if you are missing any items indicated on the Packing Slip save the box and call us immediately. Damages must be reported within 24 hours to ensure your eligibility for credit from the freight carrier.

**FAILURE POLICY:** If your product fails or malfunctions please contact the following:

- **Deliberant Units:** Deliberant Support (<http://support.deliberant.com>) or call toll free 800-742-9865
- **EnGenius Units:** EnGenius Datacom 1-888-735-7888 EXT 517 or [support@engeniustech.com](mailto:support@engeniustech.com)
- **LigoWave Units:** LigoWave Support (<http://support.ligowave.com>) or call 1-877-544-6928
- **Motorola Units:** Please contact DoubleRadius.
- **Tranzeo Units:** Tranzeo Technical Support 1-888-460-6366 or [support@tranzeo.com](mailto:support@tranzeo.com)
- **Ubiquiti Units:** Ubiquiti Technical Support Center at 408-942-1153 or [support@ubnt.com](mailto:support@ubnt.com)
- **WaveRider Units:** Vecima/WaveRider Support (<http://www.vecima.com>)
- **All other manufacturers:** Please contact DoubleRadius for assistance.

**RETURNS POLICY:** Items purchased from DoubleRadius are eligible for return for 21 days following receipt. If you would like to return your product to DoubleRadius contact our Returns Department [returns@doubleradius.com](mailto:returns@doubleradius.com) and request a Return Materials Authorization (RMA).

Items being returned must adhere to the following guidelines.

- 1: Product being returned for refund/exchange/credit must be NEW, complete, and in original manufacturer's packaging.
- 2: Do not make markings of any kind on the original packaging; this includes stamps and shipping labels. Please ship the product and original packaging inside another box to protect it from damage.

Items will be inspected and bench tested by our Returns Department prior to acceptance. Products not in compliance with this policy may be refused and returned to you at your expense.

DoubleRadius is not responsible for shipping charges or any loss or damages that may occur during the return shipping process. Please take steps to insure your return against damage or loss.

Returned products may be subject to a restocking fee.