

## eN-Secure Warranty and Sales Terms

1. En-Secure warranty is limited to guidelines provided by the Consumer Law in each local jurisdiction. Our goods come with guarantees that cannot be excluded under that Consumer Law.
2. The Standard Warranty period is 12 months from the date of purchase for products with the condition 'New'. 'Open Box' products have a 6 month warranty period and 'Refurbished' products have a 3 month warranty period.
3. All eN-Secure warranties are limited to the original purchaser only, and are not transferable to any other party.
4. Warranty registration is not required, but purchasers are asked to retain their receipt as proof of purchase.
5. eN-Secure will fully support the products for the entire warranty period, but we cannot provide support for third party software, over which we have no control in its use or design.
6. You may return most new, unopened items within 30 days of purchase for a full refund. All return shipping is non-refundable. We'll also pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.)
7. If you need to return an item, simply request a Return Merchandise Authorization (RMA) at [support@en-secure.com](mailto:support@en-secure.com). We'll notify you via e-mail of your refund or repair once we've received and processed the returned item(s).
8. All goods must be returned in unopened boxes and in resalable condition or a restocking fee may apply.
9. All returned items found to be working fine with no defect will be charged 20% restocking fees.
10. Evidence of any of the following conditions will void any warranty claim. Lightning Strike, Power Surge, physical damage, or removal of any tamper seal. Unauthorized end user or third party modifications to any component or evidence of misuse or abuse of the device will render all warranties void.
11. You should expect to receive your refund within four weeks of giving your package to the return shipper; however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).
12. En-Secure recommends the fitting of telephone line and PowerPoint surge suppression devices.
13. Goods capable of storing user-generated data may experience a loss of data during the repair process.