



Warranty & Guarantee Policy

1. Policy Overview

NEWCOM Wireless Services, LLC (“NEWCOM”) is committed to delivering high-quality products and services. This Warranty & Guarantee Policy outlines the terms, conditions, and limitations of warranty coverage provided to customers.

Our goal is to ensure transparency, build trust, and clearly define how warranty services are delivered and supported.

2. Scope of Warranty

2.1 Manufacturer Warranties

All hardware and software products sold by NEWCOM are subject to the original manufacturer’s warranty. NEWCOM passes through these warranties to customers but does not independently modify their terms unless explicitly stated.

2.2 NEWCOM Service Warranty

Where applicable, NEWCOM provides warranty coverage for services performed, including installation, configuration, and support. Service warranties are limited to the scope of work performed and duration agreed upon at the time of sale.

2.3 Extended Warranty Options

Extended warranties or service agreements may be available for purchase. These plans provide additional coverage beyond manufacturer warranties and may include:

- Extended repair or replacement periods
- Priority technical support
- On-site service options

Availability and terms vary by product and project.

3. Warranty Service Process

To obtain warranty service:

1. Contact NEWCOM Support First

Customers must contact NEWCOM technical support before seeking manufacturer service.



2. Initial Troubleshooting

A NEWCOM technician will diagnose the issue and determine eligibility for warranty service.

3. Service Determination

NEWCOM will:

- Facilitate manufacturer warranty claims, or
- Provide service directly (if covered under NEWCOM agreements)

4. Service Delivery

Service may include:

- Remote support
- Repair or replacement coordination
- On-site service (if applicable)

Failure to follow this process may delay or void warranty service eligibility.

4. Service Tiers

NEWCOM offers tiered service levels to meet varying customer needs:

Tier 1 – Standard Product Support

- Manufacturer warranty coverage
- Basic technical support
- Self-service or guided setup

Tier 2 – Enhanced Support

Includes all Tier 1 benefits plus:

- Professional setup and configuration
- Ongoing phone/email support
- Optional extended warranty coverage

Tier 3 – Managed Services & Premium Support

Includes Tier 1 and Tier 2 benefits plus:

- Full installation and system deployment
- Proactive monitoring and maintenance
- Inventory management for critical components
- Priority support and rapid replacement services



5. Warranty Limitations

5.1 Exclusions

Warranty coverage does not apply to:

- Damage caused by misuse, abuse, or improper installation
- Unauthorized modifications or repairs
- Normal wear and tear
- Environmental damage (power surges, water, etc.)
- Third-party products not supplied by NEWCOM

5.2 Data Responsibility

Customers are responsible for backing up all data prior to service. NEWCOM is not liable for loss, corruption, or exposure of data during warranty service.

6. Disclaimer of Warranties

To the maximum extent permitted by law:

- All express warranties described herein are exclusive.
- NEWCOM disclaims all implied warranties, including:
 - Merchantability
 - Fitness for a particular purpose
 - Non-infringement

If such warranties cannot be legally disclaimed, they are limited in duration to the applicable express warranty period.

7. Limitation of Liability

To the fullest extent permitted by law, NEWCOM shall not be liable for:

- Indirect, incidental, or consequential damages
- Loss of revenue, profits, or business opportunities
- Loss of data or system functionality
- Downtime or operational disruption

This limitation does not apply to:

- Personal injury or death
- Gross negligence or willful misconduct
- Any liability that cannot be excluded by law



8. Remedies

Customer remedies under this policy are limited to:

- Repair of the product
- Replacement with equivalent product
- Refund (at NEWCOM's discretion, where applicable)

NEWCOM reserves the right to determine the appropriate remedy.

9. General Terms

- This policy is governed by applicable state and federal laws.
- If any provision is found unenforceable, the remaining provisions remain in effect.
- This policy may be updated periodically without prior notice.

Contact Information:

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