

SAHASRA RMA POLICY

General RMA conditions

If your SAHASRA product needs service or repair, you can contact to us at contact@sahasraelectronics.com.

In case our RMA engineers have questions, please make sure your contact information is up-to-date so we can quickly contact you and solve any issue with your request.

Items that need to be returned must be correctly packaged with ESD protected packaging and MUST be originally sold by either Sahasra or by our authorized partners/distributors.

SAHASRA RMA center will only issue a RMA number. Each request must contain a copy of the original purchase invoice. Incomplete requests will cause delayed or even deny of the RMA requests.

To make sure our RMA engineers understand the issue, please provide a detailed error/fault description. This will help to debug the problem and prevent your product from being returned without any repair.

Once SAHASRA receives all requested information, our RMA center will provide the customer with an RMA return number and instructions on how to send back the products.

Do not return the defective product until you have received an RMA return number. SAHASRA reserves the right to refuse shipments that do not have an RMA return number. If the customer sends the defective product without the RMA return number shown on the outside of the package, it will be returned to the customer on his expense.

All returned products will be tested by SAHASRA professional engineers to check and verify the reported defects by the customer. When the defect is not able to be duplicated or re-established, the customer is responsible to pay the testing and freight fee for NDF (No-Defect Found) products shipped.

SAHASRA shall not be responsible for any lost or damaged data, software or other materials stored or built on the Product. SAHASRA strongly recommends that customers maintain a complete data backup and disaster recovery plan.

The customer needs to provide SAHASRA with a tracking number of the parcel once the return item is shipped. SAHASRA needs 14-20 business working days to receive, process your return.

You will be notified once we have processed the returned product(s).
Upon receiving the returned item, the return conditions will apply.

The customer needs to backup settings, software, and data in any storage devices by themselves before sending the goods back to SAHASRA. SAHASRA is not able to provide a backup service or be liable for any loss or corruption of data. SAHASRA liability is limited to the price of the goods.

For RMA status and inquiries, please contact sahasraelectronics.com.

General note

- Items under warranty are repaired free of charge, provided they have not been misused. Repairs will be done by SAHASRA. The repair costs are composed of testing, repair expenses and material costs.
- If the inspection of the device is No Fault Found (NFF), No Trouble Found (NTF) or No Defect Found (NDF), regardless of in warranty or out of warranty of the device, the freight for sending you back No Fault Found item will be charged at our regular rates.

General Exclusions

- The failure caused by improper installation, operation, cleaning or maintenance, accidental and physical damage, misuse, abuse, or other modification, remedy not taken by SAHASRA or RMA centers not authorized by SAHASRA.
- The product Serial Number has been damaged, altered, defaced, or removed. Damage caused by illegal/illegitimate software or virus.
- There is damage caused by accident, natural disaster, intentional or accidental misuse, abuse, neglect or improper maintenance, or use under abnormal conditions.
- Extreme environment factors including extreme temperature or humidity, extreme physical stress or electrical interference, fluctuation or surges of electrical power, lightning, static electricity, etc.
- Damage caused by not using the provided manufacturers AC adapter and battery.
- Rectification of software faults or updating BIOS is not covered by warranty.
- If any obvious user damage on the exterior, it will no longer be covered by the warranty.
- If the manufacturing sticker inside the product was removed or damaged, it would no longer be covered by the warranty.
- Products with no SAHASRA labels or serial numbers, or if the serial number does not match the product or cannot be identified, warranty and after-sale services will not be provided. If there is a need for maintenance, please contact the original purchasing partner for help. Replacement or removal of genuine serial number sticker on the product will break the warranty.

Limitation of Liability

- In no event shall SAHASRA be liable to you or any third party for direct, indirect, consequential, special, incidental, punitive or exemplary damages, costs, expenses, or losses, including assets loss arising out of the use of the Product, including, not limited to, property damage, loss of value of the Product or any third-party products that are used in or with the Product, even if when SAHASRA has been notified or informed of the possibility of such damages.
- SAHASRA does not accept liability beyond the remedies set for herein, including but not limited to any liabilities for a product not being available for use, loss of profits, loss of business, or for lost, corrupted, or compromised data or software or the provision of services. SAHASRA is not liable or responsible for any amount of damages above the amount you paid for the purchased Product.
- SAHASRA has no liability for any damage or destruction to consumer electronics devices or other personal property that is in or connected to the Products, including, but not limited to, laptops, tablets, smartphones or other devices, or any loss of data contained in the foregoing devices.
- Notwithstanding any damages that you might incur for any reason whatsoever (including, without limitation, all damages referenced herein and all direct or general damages in contract, (including negligence) or otherwise), the entire liability of SAHASRA shall be limited to the amount actually paid by you for the Product.