

# Guarantee Of Customer Satisfaction

Network Technologies is committed to providing our customers with high-quality products that are easy to use. Our confidence in all of our products is such that we offer a two- (2) year warranty on all non-clearance items and a 60-day warranty on all clearance items. Extended warranties are available for all non-clearance items – one-year extended warranty (three years total) for 10% of the list price, two-year extended warranty (four years total) for 15% of the list price, three-year extended warranty (five years total) for 20% of the list price, five-year extended warranty (seven years total) for 30% of the list price.

NTI's sole obligation under this warranty is to, at its option, replace or repair free of charge any defective parts in a product. This warranty applies only on the condition that the product has been installed, maintained and operated under the conditions of normal use. The provisions of this warranty shall not apply if, in NTI's judgment, the product has been subject to misuse or neglect, improper installation, damaged in an accident, or repaired or altered in any way that adversely affects its performance or reliability.

A Return Authorization (RA) number is required for all returns. You can **request the RA number online**, by calling us at 800-742-8324, or emailing us at [sales@ntigo.com](mailto:sales@ntigo.com). Older or obsolete products, clearance items, custom units or cables are non-returnable. Click **here** for the return policy.

**REPAIRS:** The warranty period on all repairs is (60) sixty days from the date of repair.

**WARRANTY EXCHANGES:** The warranty period on all warranty exchanges is (60) sixty days from the date of exchange or (2) two years from the original order, which ever is longer.

In the event of operational difficulties with an NTI product, technical support is available 8:30-5:30 EST. The number is 800-742-8324.

Network Technologies maintains the strictest standards of quality. Our products are tested to function with a broad range of computers and monitors. With the constant change in technology, however, it is impossible to guarantee 100 percent compatibility.