

Tehama Wireless Product Warranty

Tehama Wireless ("Tehama") warrants its products to conform to published specifications and to be free of defects in materials and workmanship under normal use for a period of five (5) years from the date of manufacture.

Tehama will repair or replace, at its option, all or any part of the warranted product that proves to be defective within the warranty period. Tehama will not be responsible for any costs associated with the removal or reinstallation of a product.

To exercise the warranty, the user must work directly through the entity from which the product was originally purchased and obtain a Return Material Authorization (RMA) form. If purchased through a Tehama authorized Distributor, the Distributor will issue the RMA. Details of return shipments will be arranged directly with the entity issuing the RMA. Product returned must be shipped freight prepaid.

This warranty does not cover:

Damage caused by: transport, installation, storage, misuse, abuse, modification, installation errors, alteration, theft, vandalism, repair by unauthorized personnel, power outages, surges or disruptions, natural events, acts of God, exposure to excessive temperatures or use in any manner contrary to the intended purpose. In addition, misuse, abuse, modification or alteration by the customer or its agents will void this warranty in its entirety.

Any related labor costs, damage caused by the warranted part, removal or installation fees, costs for removal of the defective components or for the installation of the replacement parts.

Battery life performance due to inadequate Repeater coverage, poor Repeater or MDT placement, or power outages affecting Repeaters and/or DCAPs.

Returns:

a. Products must be in original, new condition to be returned unless there is a manufacturer defect. Customers must notify Seller within 30 days of ship date, then return the Products within 30 days of receiving a Returned Materials Authorization (RMA) from Seller. In order to return the Products, Buyer shall follow the steps below:

1. First, contact our Support Team within 30 days of ship date of the Products by calling us at 415-495-7344 or by emailing support@tehamawireless.com.
2. Second, if the Products are approved for return, Seller will issue a Returned Materials Authorization (RMA) number. Once the RMA number is received, the Products must be returned within 30 days. Seller will provide the Buyer with specific instructions on where to ship/return the Products.
3. Third, the Support team will follow up with the Buyer to complete the RMA process.

b. By Buyer returning Products to Seller, Buyer certifies that the Products were purchased from Seller and there has been no substitution of the Products from another supplier, distributor, or other source of the Products. The return should be in the original packaging.

c. Buyer shall pay Seller a restocking charge of 25% on standard items and we do not accept returns on special order items. Seller will not refund the original shipping charges on the order. Buyer must prepay the return freight charges and Seller will not accept COD shipments.

d. Seller will notify Buyer upon receipt and inspection of returned Products and will advise Buyer of refund or credit status. Sellers will deduct from any refund or credit any shipping damage or replacement of used parts.

e. Buyer will contact support@tehamawireless.com for any equipment failure under warranty.

f. Any item returned to us for warranty that is determined to be in working order will be subject to the test and evaluation fees listed below.

MDT	Repeater	DCAP/Solar DCAP
\$20 each	\$50 each	\$75/\$100

This warranty will not be modified or extended. Tehama does not authorize any person to act on its behalf to modify or extend this warranty.

This warranty applies only to Tehama products. In no event shall Tehama be liable for (i) any direct damage or loss whatsoever caused by installation, connection, use or malfunction of accessories or attachments of other manufacturers, including batteries, or (ii) any indirect, incidental, or consequential damage or loss whatsoever, including but not limited to, loss of use, income or profit, loss of data, interruption of business, and any claim made by the purchaser's customers or any other person or entity.

THIS IS THE SOLE AND EXCLUSIVE WARRANTY OF TEHAMA PRODUCTS, AND TEHAMA MAKES NO OTHER REPRESENTATIONS OR WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR INTENDED USE OR NONINFRINGEMENT REGARDING ITS PRODUCTS.

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