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RMA Repair Charges comparison between purchased from Authorized Resellers and Non-Authorized Resellers

	Purchased from Authorized Resellers	Purchased from Non-Authorized Resellers
Warranty	Factory-backed Warranty	NO Factory-backed Warranty
Repair Charges	No Services Fee Required. Regular repair fee for out-of warranty products (Please see blow)	Service Fee \$259 plus repair cost (Please see below)
<i>A. Voice Products</i>	The following charges will be applied to out of warranty items only	The following charges will be applied to the products purchased from Non Authorized Resellers (Service Fee plus repair cost)
<i>DuraFon 1X per component</i>	CA\$129	CA\$388
<i>DuraFon 4X per component</i>	CA\$139	CA\$398
<i>DuraFon 4X Pro per component</i>	CA\$149	CA\$408
<i>B. Datacom Products</i>	The following charges will be applied to out of warranty items only	The following charges will be applied to the products purchased from Non Authorized Resellers (Service Fee plus repair cost)
<i>Indoor device per unit</i>	CA\$80 (or less depends on models)	CA\$339
<i>Outdoor device per unit</i>	CA\$120 (or less depends on models)	CA\$379
Over-the-phone Technical Support	NO Charges	Minimum charge CA\$ 30 for the first 30 minutes (or less), then \$2.00 per minute afterwards.
Shipping Charges	Customer pays one-way for warranty services.	Customer pays both-way shipping.

NoteEnGenius Technologies reserved the right to determine the serial numbers of the products are originating from EnGenius Technologies in Canada. Please contact the RMA departement for verify the serial numbers of yours products.