



# Huawei Enterprise USA Limited Application Software Warranty and License Agreement

<b>Issue</b>	<b>1.4</b>
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Dear customer,

Thank you for choosing the products and services of Huawei. To ensure that Huawei can provide you with high-quality services, please carefully read the following warranty regulations for Huawei enterprise products.

## I. Warranty Period:

Unless otherwise stated specifically by Huawei, the following period and start date apply:

Duration of Software Media: 3 months

The start date of the warranty:

The warranty starts on the 90th day after the date of the product shipment from Huawei, or the service request receiving date, whichever is earlier.

### Notes:

1. If there is any conflict with contract terms and conditions, the contract terms and conditions shall prevail.
2. Warranty provides that the software media (DVD/CD) will be free of defects in materials and workmanship under normal use for a period of ninety (90) days. Huawei also warrants that the product software substantially conforms to its published specifications.

## II. Warranty Service

### 1. Overview

Service Item	Description
Help Desk	The customer care representative (CCR) is available 24X7 and 365 days/year.
Access to Huawei.com	Access to Website Knowledge Base and product documents <sup>Note 2</sup>

### Note:

1. The warranty descriptions and available listing of products may vary by region or country. For details please contact a Huawei authorized partner or your local Huawei sales and service representative.
2. You will need to register at <http://support.huawei.com/enterprise> to gain access to Huawei.com. The account privilege can be enhanced by binding the equipment serial numbers to the account.

### 2. Service Description

#### (1) Help Desk

Huawei provides a 24X7 Help Desk hotline (**877-9HUAWEI or 877-948-2934**) for you to obtain after-sales service support (Fault identification and RMA requests only). The customer care representative (CCR) is available 24X7 and 365 days/year.

By leveraging advanced management methods and technologies, Huawei Help Desk responds to all calls in real-time and help you apply for RMA if the soft media (DVD/CD) has flaws. The entire service process is recorded and tracked in

IT systems to ensure that each of the service requests raised by you can be handled in a timely and efficient manner.

## **(2) Access to Huawei.com**

Huawei website provides technical materials such as product manuals, configuration guides, networking cases, and maintenance experiences. To obtain website access permission please log into Huawei support website:

<http://support.huawei.com/enterprise/>

Click on Login, click on Register Now to create a new account, fill out the information then click on Register.

The account privilege can be enhanced by binding the equipment serial numbers to the account.

After obtaining website access permission, you can download documents, get up-to-date information about maintenance experiences and skills, and learn about the latest products.

## **3. Warranty Exclusions, Disclaimer, Applicability and Compensation**

Huawei is not obligated to provide warranty in some circumstances. Please refer to the Appendix 1 (Huawei Enterprise Warranty Exclusions, Disclaimer, Applicability and Compensation) for details.

## **4. Service Guidelines**

How to submit a service request or return defective equipment? Please refer to the Appendix 2 (Huawei Enterprise Warranty Service Guidelines) for more information.

You can also obtain more information from any local Huawei-authorized service center or the reseller from whom you purchase the product.