

FRONTIER **EU**

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LOYAL TO CONNECTIVITY

2024

Terms & conditions

Frontier EU

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STANDARD HARDWARE/ SOFTWARE WARRANTY POLICY

Peplink warrants solely to the original end user purchaser ("Purchaser") that every Peplink product ("Product") purchased from Peplink or our Authorized Partners will be free from defects in materials and workmanship when used within the limits set forth in the documentation (data sheet and user manual) for a period of twelve (12) months, starting from the time of shipment of products.

This limited warranty is non-transferable and extends only to the original end-user purchaser who acquired the Product from an Authorized Partner who has the right to sell in the end-user's territory. Peplink explicitly disclaims any warranty obligations for Product that is sold outside of the assigned territory of an Authorized Partner. Your exclusive remedy and Peplink's entire liability under this limited warranty will be for Peplink, at its option, to (a) repair the product with new or refurbished parts, or (b) replace the product with a reasonably available equivalent new or refurbished Peplink product. Any repaired or replacement products will be warranted for the remainder of the original Warranty Period or thirty (30) days, whichever is longer. All products and parts that are replaced become the property of Peplink.

Peplink warrants solely to the original end user purchaser ("Purchaser") that every Peplink product ("Product") purchased from Peplink or our Authorized Partners will be free from defects in materials and workmanship when used within the limits set forth in the documentation (data sheet and user manual) for a period of twelve (12) months, starting from the time of shipment of products.

EXCLUSION AND LIMITATIONS

This limited warranty does not apply if: (a) the product assembly seal has been removed or damaged, (b) the product has been altered or modified, except by Peplink, (c) the product damage was caused by use with nonPeplink products, (d) the product has not been installed, operated, repaired, or maintained in accordance with instructions supplied by Peplink, (e) the product has been subjected to abnormal physical or electrical stress, abuse, misuse, negligence, or accident, (f) the serial number on the Product has been altered, defaced, or removed, or (g) the product is supplied or licensed for beta, evaluation, promotional, testing or demonstration purposes for which Peplink does not charge a purchase price or license fee.

ALL SOFTWARE PROVIDED BY PEPLINK WITH THE PRODUCT, WHETHER FACTORY LOADED ON THE PRODUCT, CONTAINED ON MEDIA ACCOMPANYING THE PRODUCT OR DOWNLOADED FROM OUR WEBSITE, IS PROVIDED "AS IS" WITHOUT WARRANTY OF ANY KIND.

Without limiting the foregoing, Peplink does not warrant that the operation of the product or software will be uninterrupted or error free. Also, due to the continual development of new techniques for intruding upon and attacking networks, Peplink does not warrant that the product, software or any equipment, system or network on which the product or software is used will be free of vulnerability to intrusion or attack. The product may include or be bundled with third party software or service offerings. This limited warranty shall not apply to such third party software or service offerings. This limited warranty does not guarantee any continued availability of a third party's service for which this product's use or operation may require.

TO THE EXTENT NOT PROHIBITED BY LAW, ALL IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE WARRANTY PERIOD. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, ARE DISCLAIMED.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This limited warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

— Terms & Conditions

TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL PEPLINK BE LIABLE FOR ANY LOST DATA, REVENUE OR PROFIT, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES, REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE), ARISING OUT OF OR RELATED TO THE USE OF OR INABILITY TO USE THE PRODUCT (INCLUDING ANY SOFTWARE), EVEN IF PEPLINK HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL PEPLINK' LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT.

The foregoing limitations will apply even if any warranty or remedy provided under this limited warranty fails of its essential purpose. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

SHIPPING

Frontier Europe B.V. ships within European Countries. If you are outside this area, please contact us directly to inquire about shipping.

Shipping Carrier

Frontier EU ships all orders through DPD. If your order does not fall within our daily shipping times, it will be shipped the next day.

*If you need to ship via another carrier, please contact us directly.

Shipping Rates

The rate charged for the shipping of your order is based on the weight of your products and your location. Before the final checkout page you will be shown what the cost of shipping will be and you will have a chance to not place your order if you decide not to.

* Due to Customs, parcels can be delayed. If necessary extra charge will be charged to the consignee.

Order Tracking

Once your order is placed you will receive a confirmation email.

Back Orders

If a product you order is a back order, we will ship the item to you as soon as it becomes available.

PAYMENT POLICY

Accepted Methods of Payment:

- Bank Charges

Your account will be charged when you place your order. If we are not able to fulfil your order for any reason your account will be refunded.

COLLECTION OF YOUR PERSONAL INFORMATION

Frontier Europe B.V. collects personally identifiable information, such as your e-mail address, name, home or work address or telephone number. Frontier Europe B.V. also collects anonymous demographic information, which is not unique to you, such as your ZIP code, age, gender, preferences, interests and favourites.

There is also information about your computer hardware and software that is automatically collected by Frontier Europe B.V. This information can include: your IP address, browser type, domain names, access times and referring website addresses. This information is used by Frontier Europe B.V. for the operation of the service, to maintain the quality of the service, and to provide general statistics regarding use of the Frontier Europe B.V. website.

Please keep in mind that if you directly disclose personally identifiable information or personally sensitive data through Frontier Europe B.V. public message boards, this information may be collected and used by others. Note: Frontier Europe B.V. does not read any of your private online communications.

Frontier Europe B.V. encourages you to review the privacy statements of websites you choose to link to from Frontier Europe B.V. so that you can understand how those websites collect, use and share your information. Frontier Europe B.V. is not responsible for the privacy statements or other content on websites outside the Frontier Europe B.V. and Frontier Europe B.V. family of websites.

USE OF YOUR PERSONAL INFORMATION

Frontier Europe B.V. collects and uses your personal information to operate the Frontier Europe B.V. website and deliver the services you have requested. Frontier Europe B.V. also uses your personally identifiable information to inform you of other products or services available from Frontier Europe B.V. and its affiliates. Frontier Europe B.V. may also contact you via surveys to conduct research about your opinion of current services or of potential new services that may be offered.

Frontier Europe B.V. does not sell, rent or lease its customer lists to third parties. Frontier Europe B.V. may, from time to time, contact you on behalf of external business partners about a particular offering that may be of interest to you. In those cases, your unique personally identifiable information (e-mail, name, address, telephone number) is not transferred to the third party. In addition, Frontier Europe B.V. may share data with trusted partners to help us perform statistical analysis, send you email or postal mail, provide customer support, or arrange for deliveries. All such third parties are prohibited from using your personal information except to provide these services to Frontier Europe B.V., and they are required to maintain the confidentiality of your information.

Frontier Europe B.V. does not use or disclose sensitive personal information, such as race, religion, or political affiliations, without your explicit consent.

Frontier Europe B.V. keeps track of the websites and pages our customers visit within Frontier Europe B.V., in order to determine what Frontier Europe B.V. services are the most popular. This data is used to deliver customized content and advertising within Frontier Europe B.V. to customers whose behaviour indicates that they are interested in a particular subject area.

Frontier Europe B.V. websites will disclose your personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to: (a) conform to the edicts of the law or comply with legal process served on Frontier Europe B.V. or the site; (b) protect and defend the rights or property of Frontier Europe B.V.; and, (c) act under exigent circumstances to protect the personal safety of users of Frontier Europe B.V., or the public.

SECURITY OF YOUR PERSONAL INFORMATION

Frontier Europe B.V. secures your personal information from unauthorized access, use or disclosure. Frontier Europe B.V. secures the personally identifiable information you provide on computer servers in a controlled, secure environment, protected from unauthorized access, use or disclosure. When personal information (such as a credit card number) is transmitted to other websites, it is protected through the use of encryption, such as the Secure Socket Layer (SSL) protocol.

CHANGES TO THIS STATEMENT

Frontier Europe B.V. will occasionally update this Statement of Privacy to reflect company and customer feedback. Frontier Europe B.V. encourages you to periodically review this Statement to be informed of how Frontier Europe B.V. is protecting your information.

CONTACT INFORMATION

Frontier Europe B.V. welcomes your comments regarding this Statement of Privacy. If you believe that Frontier Europe B.V. has not adhered to this Statement, please contact Frontier Europe B.V. at info@frontiereu.com. We will use commercially reasonable efforts to promptly determine and remedy the problem.

RETURN POLICY

30-Day Return Guarantee

- Frontier EU is focused on providing 100% customer satisfaction and offers a 30-day return guarantee for all Frontier EU routers that have been purchased at full retail price from our online store.
- The guarantee covers all current shipping models.
- Customer MUST apply for the refund within 30 days from date of delivery.
- To request a refund, contact Frontier's support Team at info@frontiereu.com
- A refund ticket number will be issued by our support team member. You must return the product to the specified Frontier EU warehouse within 14 calendar days of the issuance of the refund ticket number. Customer shall bear the return shipping costs. See NOTE below.
- All products must be packed in the original, unmarked packaging including any accessories, manuals, documentation and registration that shipped with the product.
- Frontier EU will charge a 15% restocking fee on all returned hardware and accessories. Shipping fees are non-refundable.
- Refund will be processed if the equipment is received by Frontier EU in the condition it was delivered. The equipment must be in proper working order and in good physical condition. Which means it must be free from scratches, cracks, and/or other types of physical damage. Refunds will be made through the Internet payment gateway or by bank transfer.
- Return guarantee applies only to properly working units. Units that have become non-functional due to misuse, abuse and/or other factors within customers' control are not eligible for return.

NOTE: Frontier EU recommends that you (1) use a carrier that offers shipment tracking for all returns and (2) either insure your package for safe return to Frontier EU or declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit. If you choose not to (1) use a carrier that offers tracking or (2) insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping.



Contact details

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