



Connected Solutions Group Stock Rating Warranty

CSG offers the following warranties on devices in these conditions:

- New from manufacturer
- Certified A-Stock
- UD-Stock

New From Manufacturer Warranty Policy -

CSG will honor the manufacturer warranty (make and model dependent) on OEM components and devices. **CSG cannot guarantee a full manufacturer warranty on some units.** Time left on warranty may vary. Please contact Connected Solutions Group if you would like additional copies of your Invoice.

Certified A-Stock Warranty -

"A-Stock" devices are deemed fully functional for operation and rated "excellent" cosmetic condition or better by certified by CSG technicians. All devices are factory reset and wiped before shipment. A-Stock device IMEI/MAC IDs are guaranteed good for activation. Devices will include applicable accessories. Please beware that devices may have had a brief prior activation history. The warranty coverage period begins on the date of purchase. All customers with an approved RMA Number will receive a prepaid UPS Ground shipping label and CSG will cover return shipping costs.

All "A-Stock" devices include a **180-day** warranty from date of sale by Connected Solutions Group LLC. This warranty covers manufacturer hardware or software defects that impair the device function.

Excluded from warranty-

- Any manipulation of firmware, software, or hardware by the customer or a third party will disqualify the device from warranty coverage.
- Cosmetic damage/physical damage to the appearance of device including but not limited to writings, stickers and/or any adhesive material.
- Water damage, smoke, or other environmental contamination that is visible by discoloration and or corrosion of the device.
- Damage due to destructive handling or use to include any use or alternation made that deviates from the devices intended use.



- At CSG's discretion damaged, or missing original packaging maybe cause for refusal.

UD-Stock Warranty-

UD-Stock devices are deemed fully functional for operation and rated "good" cosmetic condition certified by CSG technicians. All devices are factory reset and wiped before shipment. UD-Stock device IMEI/MAC IDs are guaranteed good for activation. Devices will include original accessories. Please beware that devices will have prior activation history. The warranty coverage period begins on the date of invoice. All customers with an approved RMA Number will receive a prepaid UPS Ground shipping label and CSG will cover return shipping costs.

All UD-Stock devices include a **90-day** warranty from date of sale by Connected Solutions Group. This warranty covers manufacturer hardware or software defects that impair the device function.

Excluded from warranty-

- Any manipulation of firmware, software, or hardware by the customer or a third party will disqualify the device from warranty coverage.
- Heavy cosmetic damage/Physical damage to the appearance of device but does not prevent the equipment being used for its intended purpose.
- Water damage proven by discoloration or corrosion of the device
- Damage due to destructive handling or use to include any use or alternation made that deviates from the devices intended used.