



TRI-GLOBAL
TECHNOLOGIES



Asteri Limited Warranty Service Policy & Procedures

SUPPORT EMAIL
support@triglobal.net

PHONE
+1 706-410-2372

WEBSITE
triglobal.net

DOCUMENT REF
AST-WARRANTY



The ASTERI GNSS receiver carries a One (1) Year Limited Warranty for the period specified. Some ASTERI products carry different warranty periods due to the nature of the product's design, manufacture, or expected use. The warranty applies from the date of purchase from Tri-Global Technologies, LLC.

ASTERI is a product of Tri-Global Technologies, LLC. Tri-Global Technologies is hereafter referred to as "the Dealer." This Warranty is exclusive. No other authorized or unauthorized ASTERI reseller's expressed or implied warranties shall supersede or modify the Dealer's warranty.

General Terms & Conditions

1. The warranty is valid for a period of one (1) year, beginning on the date of purchase or the date of shipment from the Dealer's facility, whichever occurs first. The Dealer's liability ceases once the product is delivered to the carrier. The Dealer is not responsible for products lost, stolen, or damaged in transit. All risk of loss or damage passes to the consumer upon shipment.
2. The Dealer's obligations are limited to repair of the defect or replacement of the defective part or at its discretion replacement of the product itself.
3. Warranty repairs must be carried out by an authorized ASTERI service center. Warranty coverage will be void if a repair has been attempted by any unauthorized service center or individual. The Dealer shall not be liable for reimbursements, claims, and damages that may result from the unauthorized repair of the product.
4. Warranty repairs must be shipped to the Dealer in either the original packaging or packaging affording an equal degree of protection. The Dealer is not responsible for packaging materials or products lost, stolen, or damaged in transit. The Dealer reserves the right to reject any collect or non-prepaid deliveries. The Dealer recommends the consumer insures all shipments.



5. Expedited shipping for warranty repairs may be requested and will be billed at the consumers' expense. All warranty repairs are shipped standard ground or equivalent. The Dealer reserves the right to, at its sole discretion, decline payment for any and all shipping, freight, or delivery charges.
6. Repair or replacement under the terms of this warranty does not provide the right to extension or renewal of the warranty period. Repair or direct replacement of the product under the terms of this warranty may be fulfilled with functionally equivalent service exchange units.
7. The warranty is not applicable to cases other than defects in material, design, or workmanship.

The warranty does not cover the following:

- Periodic checks, maintenance, repair, and replacement of parts due to normal wear and tear.
- Abuse or misuse, including but not solely limited to, the failure to use this product for its normal purposes or in accordance with the Dealer's instructions on usage or maintenance.
- Defects resulting from usage of the product in conjunction with accessories that are not approved by the Dealer for use with this product.
- Failure of the product arising from incorrect installation or use not consistent with the instructions and technical or safety standards prescribed in the Asteri Technical Support Documentation.
- Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations, or any cause beyond the control of the Dealer.
- Unauthorized modifications carried out to the product in order to comply with local or international technical standards in countries for which the ASTERI product was not originally designed.



- Damage of the battery caused by overcharging or failure to use in accordance with the specific instructions outlined in the Asteri Technical Support Documentation.
 - The serial number on the product has been altered, deleted, removed, or made illegible.
 - The batteries are charged by chargers other than those approved by the Dealer.
 - Any of the seals on the battery enclosure or cells are broken or show evidence of tampering.
8. This warranty does not affect the consumers' statutory rights nor the consumers' rights against the Dealer related to their purchase/sales agreement.
9. This warranty is non-transferable. This warranty will be the purchasers' sole and exclusive remedy and neither the Dealer nor its service centers listed in this warranty document shall be liable for any incidental or consequential damages or breach of any express or implied warranty of this product.

DISCLAIMER: The Dealer shall not be liable for the loss of any saved or stored data in products that are either repaired or replaced.

The above policies are for warranty service and the customer will be responsible for any costs associated with non-warranty conditions. The Dealer reserves the right to make final decisions regarding problem determination and the appropriate service option. Exchange units assume the remaining warranty of the original product. These programs are subject to change without prior notice.