



Warranty & Returns Policy

- As of November 1, 2021, hardware warranty is now **24 months (2 years)**
- The new two-year warranty applies to all new orders as well as retrospectively to orders invoiced on or after November 1, 2019
- The two-year warranty period commences day of order dispatch.

1. Warranty Details

ITRAKassets offers a Manufacturer's "repair or replace" warranty against manufacturing defects from the date of dispatch of the Product from ITRAKassets. The period begins when ITRAKassets ships the device to the customer. Faulty devices should be returned to ITRAKassets, at the customer's expense, for analysis. Devices assessed to be faulty under this warranty will be repaired or replaced at ITRAKassets expense, which is limited to ITRAKassets cost of the repair or replacement device plus standard postage to return the device to the Reseller. This Manufacturer's Warranty excludes any malicious damage or damage caused by use of the device outside of its specified operating parameters, exposure to lightning or power spikes, or damage caused due to incorrect installation of the device.

If the Product is installed in a position where it is exposed to water, rain, and / or dust care must be taken to ensure that the device is correctly sealed. As the sealing of the Product is outside of ITRAKassets control water ingress and water damage is not covered by the Manufacturer's Warranty.

The components used in this product can be damaged by Electrostatic Discharge (ESD) and suitable anti-static precautions (such as a grounded wrist strap) need to be taken when inserting the SIM card or handling the printed circuit board. Avoid touching any of the components or the antennas. The Manufacturer's Warranty does not cover ESD damage.

In purchasing the Product, the Customer acknowledges that it has relied upon its own assessment of the ability of the Product to perform the purposes for which it has been purchased and the fitness of the Product for any required purpose. Other than the Manufacturer's Warranty, ITRAKassets shall not be liable for any losses or any consequential loss in relation to the supply and performance of the Product.

Certain Products contain a Lithium-Polymer battery which has a limited shelf life when not used and left in a discharged state. Leaving a battery in a discharged state for longer than 6 months will void any warranty on the battery. It is recommended that all devices held in stock for periods longer than six months are connected to power and charged periodically before storing again.

2. The Warranty Process

If you have an issue with a device, please take the following action.

1. Ensure you have followed the relevant troubleshooting steps.



- a. [Troubleshooting - Devices Not Connecting](#)
 - b. [Cellular Reception Troubleshooting](#)
 - c. [Troubleshooting - Battery Problems](#)
 - d. [GPS Troubleshooting](#)
 - e. [Iridium Troubleshooting](#)
2. If you cannot resolve the issue, contact our support team for assistance, providing the serial and details of the issue. Our team will assist as best as possible.
 3. If the issue cannot be resolved remotely, our support team will issue instructions and provide an RMA ticket number.
 4. Return the device to one of our branches, ensuring the package is marked with this ticket number.
 5. Once received, our team will inspect the device. If it is faulty and covered under warranty we will repair, replace, or raise a credit note if no replacement stock is available.