

# Enhanced Care Program for Axon 10 Pro

Service Category	Standard Limited Warranty	Enhanced Care Program
Warranty Period	12 months	12 + 6 months
Half-Year extended warranty Cost	\$59	\$0
Repair Shipping Cost	\$20	\$0
Loaner Phone Cost	\$45	\$0
Out-of-Warranty Repair fee for Screen damage only	\$169	\$101
Out-of-Warranty Repair fee for Other damages	\$369	\$221

## 1. Extended Warranty Policy for US

The AXON 10 Pro devices come with an additional 6 months of warranty (18 months total) against defects in workmanship and quality. The 1.5 year warranty is from date of purchase or from the manufacturing date if no proof of purchase is available. If you discover your device is defective, please contact the ZTEUSA hotline 1-877-817-1759 regarding troubleshooting and how to return your devices for repair.

## 2. Free Shipping for Repairs

During the full 1.5 years of warranty for the Axon 10 Pro, ZTEUSA will provide free two-way shipping of the returned devices provided your device has defects in workmanship and quality. A return shipping label will be provided with set up of your Returned Material Authorization (RMA). Please keep the original packaging material for the return of your defective device or you can drop it off at a Fed Ex location and use one of their free boxes. An additional fee of \$30 will be charged for overnight shipping requests.

## 3. Free “Loaner” Phone for All Repairs

If your Axon 10 Pro requires a repair, upon customer request, ZTEUSA will provide a free “loaner” phone to keep you up and running while your repair is in progress. ZTEUSA will ship a “loaner” replacement unit to you in advance, provided you supply your credit card information (for Pre-Authorization charge) to the ZTEUSA hotline representative. After your repaired device has been returned by ZTE USA, you will be required to return your “loaner” phone to the ZTEUSA designated service provider within 25 days or you will be charged for an additional device.

## 4. Discounted Price for Out-of-Warranty Repairs

Should your Axon 10 Pro device require an out-of-warranty repair (beyond the extended warranty period and/or incidental consumer damages related to handling issues such as accidental drop, minimal liquid exposure or overuse conditions such as a cracked LCD, some forms of water ingress, USB connector damage, etc.), ZTEUSA is offering a reduced rate of 40% (from the standard repair cost of similar models) for each Out-of-Warranty repair required (while parts are available). You will be required to supply your credit card information to the ZTEUSA hotline representative in order for an authorization to be applied to your account for the total cost of repairs.

## 5. Out-of-Warranty Circumstances

If one of the below circumstances applies to a consumer's product, the product should be considered for out of warranty service.

1. Beyond the duration of the Product warranty period.
2. Serial number is not clear, changed or damaged.
3. Warranty label or sealed label is removed, changed or damaged.
4. Services, repairs, software supplied or modifications performed by an unauthorized party.
5. Physical damage by misuse or incorrect operation.
6. Damage caused by not following the product manual or usage out of the scope of working conditions stipulated in the product manual or instructions (including, but not limited to, extreme temperature, altitude, dampness or dryness, unsteadiness of electric current or voltage).
7. Damage resulting from Force Majeure.
8. The product has been resold to any subsequent purchaser/customer without written authorization from ZTEUSA.
9. The Product has been used with and/or connected with an accessory (i) not supplied by ZTEUSA, or (ii) not suitable to be used with the Product, or (iii) in an unauthorized and/or inappropriate manner.
10. Damage caused by usage of pirated, improper or unauthorized software or improper settings of the software by end user which is not downloaded from ZTEUSA's or Customer's official website.
11. Damage caused by computer virus.
12. Access or use issues related to the end user's loss or forgetting of end user's password; or some decryption method set by the end user.
13. Other damage which is not caused by design, manufacture, or technology of the products.
14. No warrantable defect can be verified by Service Provider (No Fault Found).