



# Samsara Warranty and RMA Policy

## Warranty Returns

If you are experiencing technical issues, please contact Samsara support. Contact information can be found at [www.samsara.com/support](http://www.samsara.com/support).

Samsara stands behind its products. VG-series IOT gateways, GW22 gateways, and CM-series cameras come with a five year warranty. Other hardware products come with a one year warranty, unless otherwise specified on the relevant Samsara data sheet. During the warranty period, hardware exhibiting material defects will be replaced.

To request a return materials authorization (RMA), please contact Samsara support. If your RMA request is approved, Samsara will email you an RMA number and a return shipping label free of charge. We will ship replacement units within five business days of receiving your defective units. If no trouble is found, we will contact you before taking further action.

## Product Trial Returns

If you would like to return units from a product trial, please contact your Samsara sales representative to request an RMA number. If your trial hardware was shipped to the US or Canada, you will also be able to print out a return shipping label and ship the product back to Samsara at no charge to you.

## Refund Requests

If you are dissatisfied with your Samsara purchase for any reason, you may return your order for a full refund. All returns must meet the following criteria:

1. You purchased the product through an authorized Samsara reseller or directly from Samsara
2. You are the original purchaser of the product
3. You submit your refund request within 30 days of purchase
4. The product is in new condition

To request a refund, please contact support to request an RMA number. If your refund request is approved, Samsara will email you an RMA number. In order for the refund to be accepted and processed, Samsara must receive the hardware you are returning no later than 30 days following the date the RMA number is issued. Once we have received and inspected the units, we will process your return. If you purchased through a Samsara reseller, your refund will be issued by that reseller. If you purchased directly from Samsara, we will issue a refund, typically within 15 days of receiving the return. (If you paid by credit card we will credit the original credit card. If you paid by any other method, we will send you a check.) From time to time Samsara offers special refund terms. If your return is covered by special terms, please reference those terms on your RMA request. Please contact Samsara directly for all returns, including product purchased through distributors or resellers.

## **Samsara's Transportation Refrigeration Unit Limited Warranty**

If a defect in Customer's transport refrigeration unit is determined, by the unit manufacturer or their authorized dealer, to have been caused by a properly installed, properly used, and actively licensed AG24 with reefer cable, and that defect is not covered by the unit manufacturer's warranty due to the fact that the defect was caused by a telematics device not supplied by the manufacturer or one of its authorized telematics protocol licensees, and Samsara agrees in its sole discretion in writing with that determination, Samsara will reimburse Customer for the repair expense associated with the defect that would have been covered by the manufacturer's warranty had Customer not utilized Samsara's AG24 device. To receive reimbursement, Customer must submit a reimbursement request, in writing, to Samsara Support at [support@samsara.com](mailto:support@samsara.com). The reimbursement request must include an itemized receipt of parts and labor associated with repairing the defect and a letter from manufacturer indicating the reason for the defect not being covered by manufacturer's warranty is due to the damage being caused by the use of Samsara's AG24 device. Reimbursement shall only cover labor and parts. Such repair or replacement shall be Customer's exclusive remedy in the above manner and shall constitute complete fulfillment of all obligations and liabilities of Samsara, whether based in contract, in tort (including negligence and/or strict liability), or otherwise. This warranty provision will not cover consequential or incidental damages, including losses or replacement costs for any cargo damaged as a result of the use of a Samsara telematics device. IN NO EVENT WILL SAMSARA'S TOTAL LIABILITY ARISING OUT OF OR IN CONNECTION WITH THIS TERM EXCEED THE AMOUNTS YOU HAVE PAID TO SAMSARA FOR USE OF THE AG24 PRODUCT AND SERVICES. This provision is subject to the Samsara Terms of Service agreement with customer.