

Terms & Conditions

Local taxes

Local taxes and import duties are the responsibility of the buyer.

Stock availability

Unless otherwise noted, all items listed on our site are usually available and ready for small order purchase (≤ 100 pcs). We carry large stock on some items, and smaller stock on other items. Please be advised that orders may have a 4-8 week lead time, depending on the size of the order and the products' specific availability.

Claims

All goods are packed for air freight in shock proof packaging, transit damage is the responsibility of the carrier and must be reported immediately to the carrier's representative. We will process your claim for damaged goods, but claims will only be accepted if you have reported the damage to the carrier. In the case of couriers or shipment methods that require a signature on delivery, it is important to note on the signature sheet that the goods have been delivered with damaged packing or wrapping. Please photograph the damage before opening the package if possible.

We have a very good record of recovery of costs from carriers where these simple instructions have been followed.

Product warranties

All the High Connexion Italia Srl products are 100% tested at the factory. These devices are sensitive electronic components, and must be handled with care, especially regarding damage by ESD (electrostatic discharge).

The warranty does not cover boards which **has been welded** on carriers, prototype boards, etc or with connectors, components, wires, etc.

Any returned merchandise must be accompanied by an RMA (return material authorization) number. Please [contact High Connexion Italia Srl](#) to obtain an RMA.

All the products are warranted for a period of one 1 year.

Functional defects:

High Connexion Italia Srl shall, at its discretion, replace or repair any board that is found to be functionally defective when inspected in accordance to High Connexion Italia Srl's test procedures.

Warranty shall be void under the following conditions:

- signs of undue mechanical stress forced on the module
- PCB damaged
- circuit modified in any way, including welding or addition and removal of components
- PCB tampered by grinding, engraving, drilling or application of coatings of any kind soldering to the bezel or modifying the bezel in any way

The liability of High Connexion Italia Srl is limited to replacement or repair of the defective items on the terms set forth and shall not be responsible for any subsequent or consequential events.

Life support

These products are not designed for use in life support appliances, devices or systems where malfunction of these products can reasonably be expected to result in personal injury. High Connexion Italia Srl customers using or selling these products for use in such applications do so at their own risk and agree to fully indemnify High Connexion Italia Srl for any damages resulting from such application.

Limitation of liability

High Connexion Italia Srl assumes no liability for the following:

- Accuracy or completeness of the contents of this website
- Third party claims against you or your company for damages
- Overall product failure due to a High Connexion Italia Srl component
- Medical or life support device failure

Return policy (RMA)

All of our product specifications are available on our web site www.smsfoxbox.it.

Please make sure that the product(s) you select will meet your project requirements. There is a 30% Restock fee on returned non-defective items. If the sealed board box is unopened and not damaged, we can arrange a full refund for the merchandise, less ship charges (to you and back to us). There are no other exceptions to this policy, as we can no longer sell the unit as 'new' once it has been out in the field. Refund amounts will be based the purchase price.

All returns must have an RMA number issued by High Connexion Italia Srl. Please [contact us](#) to discuss the nature of your problem or reason for return. We do not issue RMA requests via the phone or through a post in our forum. All RMA requests must include Customer name, invoice number, and a complete description of the problem in the email.

RMA Numbers are only valid for 15 days from the date they are issued. Please include your original receipt, RMA number, and printed email showing the thread discussing your problem and the High Connexion Italia Srl RMA issuance.

High Connexion Italia Srl will examine / test your RMA and email you with the status (credit memo, ship out replacement, etc.) within 15 days of receipt. All RMA replacement items will ship out via courier 5-Day.

The Customer is responsible for return shipping and insurance of the item(s). Please make sure that your RMA number is on the shipping label and that the package is packed well to avoid additional damage due to shipping. Damage or loss incurred on the return shipping is their responsibility of the Customer. High Connexion Italia Srl will not refund or replace RMA items that are lost or damaged during shipment to us.

Customers must pay for all return shipping and the shipping costs incurred shipping a replacement unit. Discounted shipping may apply for the replacement shipping (back to Customer), each case is handled on an individual basis.

Once the returned item(s) are received, High Connexion Italia Srl will examine and test the unit(s) to determine the best course of action -- refund, repair, replace, or verify functionality. Please note: modifying or damaging a product in any way **VOIDS ALL WARRANTIES** and no refund or replacement will be granted after inspection.

Privacy policy

The High Connexion Italia Srl Privacy Policy is very simple - we never sell, rent, or give your information to anyone. We ask for your phone number when placing an order in case of a question or problem when processing or shipping your order. Your email address is required so we can send you your order confirmation and tracking information once your order ships. Please be aware that without the phone or email address information, we may be unable to contact you regarding your order, thus causing a delay in processing or shipping of your order.

Documentation Terms of Use

High Connexion Italia Srl provides this documentation "as is" without warranty or guarantees of any kind.

High Connexion Italia Srl doesn't provide any direct support for the Open Source preinstalled software but provides, through these pages and forum posts, all the information required to obtain the sources, install, use and update the Open Source softwares runnable on the FoxBox system.

Please note that all the preinstalled softwares, used on the High Connexion Italia Srl products, are Open Source and you will have to check the license terms provided (usually the GPL) by each author before using it in any commercial or non-commercial product, by yourself.