neat.

Neat Technical Support

For Limited Warranty and Pulse

Version 1.8 - May 2024

Neatframe, Inc

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Version history

Date	Author	Version	Changes made
May 30, 2024	Tasmia Saad	1.8	Updated 'Best Effort' support and replaced care, cover and control terminology.
May 7, 2024	Tasmia Saad	1.7	Updated 'Best Effort' support from 90 days to 1 year for Limited warranty.
March 21, 2024	Tasmia Saad	1.6	Further clarifications added to Zoom and Microsoft case escalation feature
December 4, 2023	Tasmia Saad	1.5	Additional partner information and language support
November 9, 2023	Tasmia Saad	1.4	Added Appendix E
November 7, 2023	Tasmia Saad	1.2, 1.3	Added appendices for EOL policy and warranty. Defined operational hours. Formatting updates.
November 6, 2023	Tasmia Saad	1.1	Added appendices and version history.
November 3, 2023	Tasmia Saad	1.0	New document created for Neat Technical Support for Limited Warranty and Pulse

Glossary of terms

Limited Warranty

All Neat devices come with a standard limited manufacturer's warranty. Neat's standard manufacturer's warranty offers:

● 365-day protection for customers in all countries (or as otherwise required by law) from the point of purchase

● 1-year best-effort technical support from Level 1 team

● Defective device must be returned at customer's expense for repair services

● Replacement devices will ship standard courier upon receipt and repair of defective item or replaced by factory recertified device(s)

● DOA (dead on arrival) items will be handled with priority and will not require return of defective device prior to shipping replacement

The full warranty statement is available from here: https://neat.no/warranty-statement/. The warranty statement is bound by Neat's terms and conditions:
https://neat.no/terms-and-conditions/

Extended warranty

Until September 2023, customers could purchase an additional 1 or 2 years of extended warranty with their Neat devices. Since the launch of Pulse plans, extended warranty is no longer available for purchase. However, existing 'extended warranty' customers are offered to *opt-in* to Pulse Pro service plan for no extra charge until the expiration of their existing extended warranty. This will allow them to enjoy the benefits of Pulse Pro (premium support and extended warranty with AHR etc.). However, if they do not opt-in, they will only receive extended warranty services, *without* premium support.

Neat Pulse

Neat Pulse is a cloud-based subscription offering that provides IT administrators with access to our powerful management platform, premium technical support and warranty. Neat Pulse is designed to give customers complete peace of mind when it comes to deploying and maintaining our devices.

Neat Pulse Management Platform

A cloud-based powerful management platform developed by Neat. It complements Zoom's ZDM and Microsoft's TAC platforms, by giving the users Neat hardware-specific management features. It allows for complete control of your meeting room software and Neat devices, from conducting simple settings changes, to upgrades and choosing which application you want to use on the specific device. You can see all your Neat devices, manage their location, monitor their activity and download device logs remotely.

Premium support

Premium (paid) technical support from Neat (levels 1-3). Escalations are handled in an expedited manner by our team of experienced support engineers and include **priority response times**, **priority queues** etc.

Warranty

Devices are covered under extended warranty and qualifies for Advanced Hardware Replacement (AHR) and expedited shipments

Neat Pulse service plans

Neat Pulse Starter

Starter package includes access to Pulse management platform

Neat Pulse Plus

Plus package includes access to Pulse management platform and premium support

Neat Pulse Pro

Pro package includes access to Pulse management platform, premium support and warranty

Neat Pulse terms and conditions are available from

https://neat.no/neat-pulse-terms-and-conditions/

Introduction

In this fast moving world of video collaboration, Neat is always striving to bring rich and meaningful experiences to people's work, interactions and lives across any meeting space. We make it super easy to purchase Neat devices or subscribe to them in whatever way is most convenient to the end user - either through our robust ecosystem of value added channel partners or distributor, or even directly via neat.no.

Our devices are shipped using fast and secure worldwide shipping and we are dedicated to providing a comprehensive **Technical Support program** to help our customers, partners and distributors obtain the right support for their devices.

Neat Technical Support is a dedicated team of experienced engineers who handle **all post-sales technical issues (software and hardware)**. This document provides information on the type of support available from Neat, as well as the general process of how technical support is delivered by the Neat technical support team.

Neat's Technical support programs

Neat technical support has the following offerings for software and hardware support:

- **Limited Warranty**
    - free and available to all Neat device purchases.
    - Includes 1 year best-effort level 1 technical support from date of purchase
    - Includes 1 year hardware warranty from date of purchase
- **Pulse Starter**
    - Pulse management platform
- **Pulse Plus**
    - Premium support and management platform
- **Pulse Pro**
    - Premium support, warranty and management platform

Limited Warranty Support

At a glance	**Who is it for:** All limited warranty devices **Duration of technical support:** 1 year **Duration of hardware warranty:** 1 year **Type of support:** Level 1, best-effort
Technical Support	Neat customers are offered a free 1 year Level 1 technical support as part of their limited warranty agreement. This service is provided as a best *effort*, and starts from the point of purchase, providing access only to the *Level 1 tier* of the technical support team. In addition, users will also have unlimited access to our online resources. However, this technical support does not extend to getting advanced troubleshooting help or log analysis, priority queues etc. features. After 1 year, there will no longer be any technical support available for the device.
Hardware replacements	Limited warranty also provides 1 year hardware replacement support (2 years for Australia only). If a hardware fault is encountered on the device and it is within the 1 year warranty period, the customer is entitled to a replacement.
RMA approval	The customer will have to email support@neat.no to obtain pre-authorization for a replacement. However, if the Neat technical support team do NOT identify it as a hardware fault (rather a software or other issue), an RMA will NOT be issued. If an RMA is approved by the Neat Technical Support team, the defective device must be returned at the customer's expense for repair services. Replacement device will ship standard ground transport upon receipt and repair of defective item, or replaced by factory recertified device. However, DOA (dead on arrival) items will be handled with priority and will not require return of the defective device prior to shipping the replacement.

Pulse Plus support

At a glance	**Who is it for:** Neat Pulse Plus customers **Duration of technical support**: as long as there is an active Pulse subscription on the device **Duration of hardware support:** 1 year (same as limited warranty) **Type of support:** Premium support (levels 1-3, prioritized and SLA-based)

Technical Support	Pulse Plus customers are provided with Neat's premium support offering. This includes:
	    • Priority queuing
	    • Faster response times (SLA) (see table below)
	    • Advanced troubleshooting and log analysis
	    • Zoom or Microsoft case escalations

Hardware replacements	**Pulse Plus customers get the same level of hardware support as Limited warranty customers.** A device under Pulse Plus subscription has 1 year hardware replacement support. If a hardware fault is encountered on the device and it is within the 1 year warranty period, the customer is entitled to a replacement.
RMA approval	The customer will have to email support@neat.no to obtain **pre-authorization** for a replacement. If an RMA is approved by the Neat Technical Support team, the defective device must be returned at the customer's expense for repair services. Replacement devices will ship standard ground transport upon receipt and repair of defective items, or replaced by factory recertified devices. However, DOA (dead on arrival) items will be handled with priority and will not require return of the defective device prior to shipping the replacement.

Pulse Pro Support

At a glance	**Who is it for:** Neat Pulse Pro customers **Duration of technical support**: as long as there is an active Pulse subscription on the device **Duration of hardware support:** as long as there is an active Pulse subscription on the device (and it is under 5 years old) **Type of support:** Premium support and extended warranty
Technical Support	Pulse Pro customers are provided with Neat's Pulse premium support offering. This includes: ● Priority queuing ● Faster response times (SLA) (see table below) ● Advanced troubleshooting and log analysis ● Zoom or Microsoft case escalations
Hardware replacements	Pulse Pro customers are provided with extended warranty offering. This includes: ● Advanced Hardware Replacements ● Extended warranty for the duration of Pulse Pro term (for devices up to 5 years) ● Expedited shipments (in some cases, next day delivery)
RMA approval	The customer will have to email support@neat.no to obtain **pre-authorization** for a replacement. If an RMA is approved by the Neat Technical Support team, the RMA request will be handled with priority and Advanced Hardware Replacement (AHR) will be invoked. Replacement device shipment will be expedited and a return label sent to the customer for defective device. Replacement device may be new or recertified.

A side-by-side comparison

	Limited warranty	Pulse PLUS	Pulse PRO
Management			
Pulse Management Platform	✖	✓	✓
Technical Support			
Tech support level 1	1 year; Best-effort	✓	✓
Premium support all levels (1-3)	✖	✓	✓
Priority queue	✖	✓	✓
Initial Response (SLA) Severity 1 Severity 2 Severity 3 Severity 4	✖	✓ 4 hours 6 hours 24 hours 48 hours	✓ 4 hours 6 hours 24 hours 48 hours
Advanced troubleshooting and log analysis	✖	✓	✓
Zoom and Microsoft ticket escalation	✖	✓	✓
Warranty			
		✖	✓
Extended Warranty	✖	✖	✓
Advanced Hardware Replacement (AHR)			
Replacement Shipping Method	Standard shipment*	Standard shipment*	Expedited shipment
Replacement device	Repaired or recertified	Repaired or recertified	New or recertified
Defective device return costs	Customer*	Customer*	Neat

*If the device has a hardware failure under 90 days, Neat will treat this as an expedited RMA and cover device return costs where applicable.

Feature definitions

Online resources

Neat Support website provides users with a comprehensive list of setup and user guides, release notes and troubleshooting steps to help users self-diagnose their issues. This can be accessed from https://support.neat.no

Priority queues

Issues from Plus and Pro customers will be placed in the relevant ticket queue, based on their Pulse subscription status and severity levels. Customers will be required to send the serial number of the device for the technical support team to verify its pulse subscription status. Tickets from Pro and Plus devices will be prioritized over limited-warranty users.

Advanced troubleshooting and log analysis

When investigating an issue, our technical support specialists may ask for logs from your Neat device or reproduction steps in order to help understand the issue. If it is determined that the issue is due to a bug in our software, they will raise a bug with our engineering team and provide you with a bug tracking number

Best effort Level 1 support for Limited warranty

Limited warranty customers are offered free Level 1, best effort technical support for up to 1 year after purchase. After this date, they will need to purchase Pulse Plus to access technical support at Neat.

Best effort support means that when a customer raises an issue with Neat, their issue will be assigned to a Level 1 engineer and investigated to the best of their ability. However, these tickets will not be prioritized and 3rd party issues will not be escalated. There will be no initial response times or SLAs associated with these issues.

Initial Response Times

The time between the Neat technical support team receiving a support request via email (support@neat.no) and a Neat technical support specialist's first response to this request. The response times are based on the *severity level* of the ticket. Please note that in all cases the severity level is assigned by a Neat technical support specialist (after consulting with customers).

The timing starts from the time an email is received by the support team *and* the support team has verified that the customer has an active Pulse Plus or Pro subscription on the specific device (the customer will be required to provide the serial number of the device). In the absence of the serial number or where the support team is unable to confirm the serial number has an active subscription (by checking our operations database), the timing will start from when this information has been confirmed.

Please note that the SLA goals are for guidance only; these targets or goals are not financially or contractually backed and Neat will not be liable for any financial or contractual obligations if these targets are not met. Please note that conversations on Live Chat are not part of the SLA process.

Neat support team operates **24 hours a day, 5 days a week (excluding weekends and public holidays).** The SLA commitments apply ONLY to the weekday operational hours from Sunday, 9pm EST to Friday 5pm EST (excluding public holidays).

Advanced Hardware Replacements (AHR)

Neat will send out the replacement product before the faulty unit is returned by the end user, subject to availability of units in the regional distribution centers.

Hardware replacements or RMAs

In all cases, the Neat technical support team will need to pre-authorize an RMA request. If a unit is no longer under warranty, RMA will not be approved. For units under warranty, Neat will (at its option) **repair or replace** the unit and there will be no charge for parts or labor during the warranty period. **Limited warranty and Pulse Plus** customers will be responsible for returning their faulty devices at their own costs, whereas **Pulse Pro customers** will have expenses covered by Neat.

Replacement parts and labor are warranted for the remaining portion of the original warranty on Pulse or for ninety (90) days from warranty service, whichever is longer.

Zoom and Microsoft case escalations

Neat devices are designed to run Zoom Room or Microsoft Teams software. Often during troubleshooting the Neat technical support team may determine the issue to be Zoom or Microsoft related and as such, will need to engage their respective support teams.

In order to do this effectively, Neat technical support team will ask the customer to raise a support ticket with either Zoom or Microsoft and provide us with the details of the ticket. Neat technical support will then raise a new support ticket on behalf of the customer to *escalate* the issue. The purpose of raising two tickets is to be able to share the cloud logs obtained from the devices involved.

Please also note that the escalations will be done only for Neat device-specific issues (e.g. video or audio problems). Platform-agnostic issues (e.g. signing in to your Microsoft Teams tenant) will not be escalated as Neat is not involved in such interactions. In such cases, Neat team will ask customers to reach out to Microsoft or Zoom directly or through their partner of record.

Please note that Neat technical support cannot control the prioritization (SLAs etc.) of 3rd party tickets, nor control when a bug will be addressed by their respective engineering teams.

In some cases, Neat may ask the customer to engage their own Zoom or Microsoft account contacts to further escalate these issues with these teams.

Levels of support

This document describes a direct support model, where all levels of technical support is provided by the Neat technical support team. Please see **Appendix B** for more information.

Level 1 support

This team includes technical support specialists who are the first point of contact for a customer when an issue arises. Their job is to gather the customer's information, determine the nature of the issue by analyzing the symptoms and conduct basic troubleshooting. This team can also guide a customer in the 'next step' of the process (e.g. emailing the next level of support, identifying known issues and guiding them through online resources at Neat).

Level 2 support

This team includes experienced technical support specialists who are able to perform technical analysis and advanced troubleshooting. When this team is engaged, they will verify the problem description gathered by the level 1 team and ask further questions to be able to determine the specific problem. Simple RMA requests can be authorized by this team.

Level 3 support

This is the highest level of technical support, comprising specialist engineers who can conduct a comprehensive analysis/advanced troubleshooting of the issues, investigate logs and identify bugs and authorize complex RMA requests.

Severity Level definitions

Severity levels	Definition
Severity 1	An **existing deployment*** where multiple Neat devices are down, with critical impact on the end user's business operation. This is usually where multiple devices are affected.
Severity 2	An **existing deployment** is severely degraded, such that significant aspects of end user's business is affected or negatively impacted. This is usually where multiple devices are affected.
Severity 3	Issues with an **existing deployment** causing degraded service, however, most business operations are functional and can continue to go on. In some cases, some **new installations*** may be categorised as Severity 3 based on the impact on end user's business.
Severity 4	Issues with an **existing deployment** where a feature may not be working as expected, or a minor functionality is impacted but acceptable work-arounds exist. There is little or no impact to end user's business operation. Issues with **new installations** causing delay in setting up new Neat devices (not yet in production).

*Existing deployment is where an end user has multiple Neat devices in production use (not a lab environment) and regularly rely on them for their business needs. **New installations are where one or more Neat devices are being newly provisioned and not in production use yet.

How to raise a support ticket with Neat

How do you contact Neat support?

- **Website (https://neat.no/contact/)** OR
- **Pulse Management Platform (Submit logs)** OR
- **Email support at support@neat.no** *(will be deprecated in early 2024)*

In addition, please visit the online resources to find articles and self-help guides from https://support.neat.no

24x5 global team

Neat technical support is available **24 hours a day, 5 days a week*** (Sunday, 9pm EST to Friday 5pm EST, excluding public holidays). For some countries, local language support will only be available in their specific localities and only during working days between 10am-4pm.

*A 24x7 support model is planned for 2024.

What information should you include?

- **Serial number** of your Neat device(s) encountering the issue (to check **Pulse subscription status** of the device)
- A clear description of the problem and any reproduction steps
- The troubleshooting steps have been taken so far
- Image or video showing the problem
- If available, logs from Neat devices when the problem has occurred, noting down the time of the issue

Who can raise a support ticket with Neat

Who?

Member(s) of IT team (end customer) who manage/monitor Neat devices
OR
The partner working with the above team or with similar access to the Neat devices

Why?

When a new issue is reported, the Neat technical team will engage in a troubleshooting process that requires them to gather technical information from the customer's setup (e.g. logs, network topology etc.). It is therefore essential that **a Neat support ticket is raised by the customer's IT administration team who monitor/manage the Neat devices and their Zoom or Team environments and have the technical know-how to understand the requests made by the Neat technical support team.**

If a partner is raising an issue on behalf of an end-customer, they will need to allocate a designated individual(s) who will be able to work with the end-customer with those privileges or have the same administrative access and knowledge of the end-customer's environment.
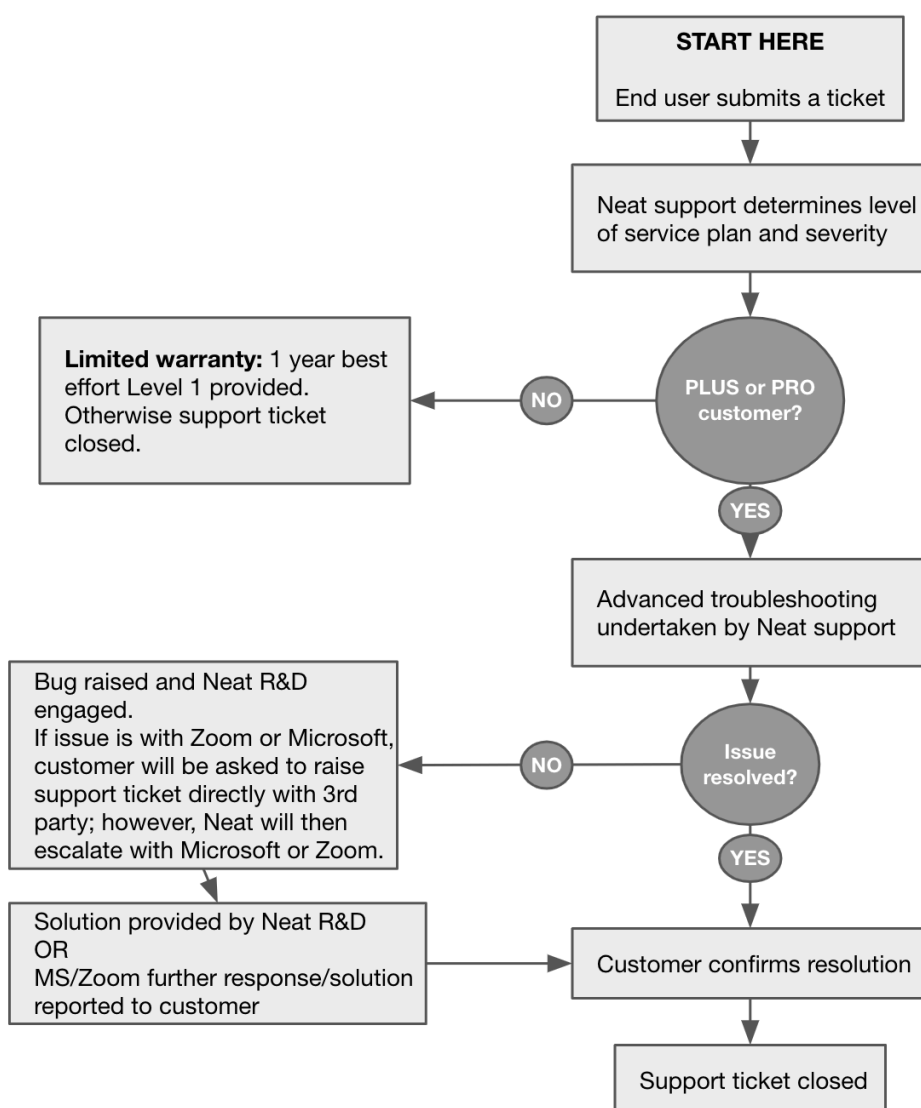
Neat technical team will not have direct access to a customer's network or their Neat/Zoom/Teams environments and cannot resolve problems without assistance from their IT team. If an individual, who is not an IT admin, raises an issue, they will be asked to reach out to their own IT team first.

After a support ticket has been submitted

After a support case has been submitted, Neat technical support will collaborate with the customer to resolve the issue.

Limited warranty customers will only be provided with a best-effort Level-1 tech support for the first year of purchase.

Pulse Plus and Pro customers tickets will be handled with priority and initial response will follow the SLA times set out for the different severity levels. Where necessary, these cases will be escalated internally within the advanced tiers (level 3) of tech support as well as the Neat R&D team for advanced troubleshooting.

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                    │       START HERE        │
                    │                         │
                    │  End user submits a     │
                    │        ticket           │
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                    ┌────────────▼────────────┐
                    │ Neat support determines │
                    │ level of service plan   │
                    │      and severity       │
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                                 │
┌─────────────────────┐       ┌──▼──┐
│ Limited warranty:   │◄─ NO ─│ PLUS│
│ 1 year best effort  │       │ or  │
│ Level 1 provided.   │       │ PRO │
│ Otherwise support   │       │cust.│
│ ticket closed.      │       └──┬──┘
└─────────────────────┘         YES
                                 │
                    ┌────────────▼────────────┐
                    │ Advanced troubleshooting│
                    │ undertaken by Neat      │
                    │        support          │
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                                 │
┌──────────────────────────┐  ┌─▼──┐
│ Bug raised and Neat R&D   │◄NO│Issue│
│ engaged.                  │  │resolved?│
│ If issue is with Zoom or  │  └─┬──┘
│ Microsoft, customer will  │   YES
│ be asked to raise support │    │
│ ticket directly with 3rd  │    │
│ party; however, Neat will │    │
│ then escalate with        │    │
│ Microsoft or Zoom.        │    │
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│ Solution provided by Neat │─►│ Customer confirms  │
│ R&D OR                    │  │    resolution      │
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│ solution reported to      │            │
│ customer                  │  ┌─────────▼──────────┐
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```

After a hardware issue has been submitted

All product returns must be pre-authorized by the Neat technical support team. If Neat support believes it to be a genuine hardware fault, and the unit is within warranty, the following will happen:

Limited warranty and Pulse Plus customers will be asked to return the defective device for repair at their own expense. Once the unit is returned and repaired, the replacement unit will be shipped out over standard ground transport. Replacement unit may be repaired or recertified.

Pulse Pro RMA requests will be handled with priority and Advanced Hardware Replacement (AHR) will be invoked. Replacement device shipment will be expedited and a return label sent to the customer for defective device. Replacement device may be new or recertified.
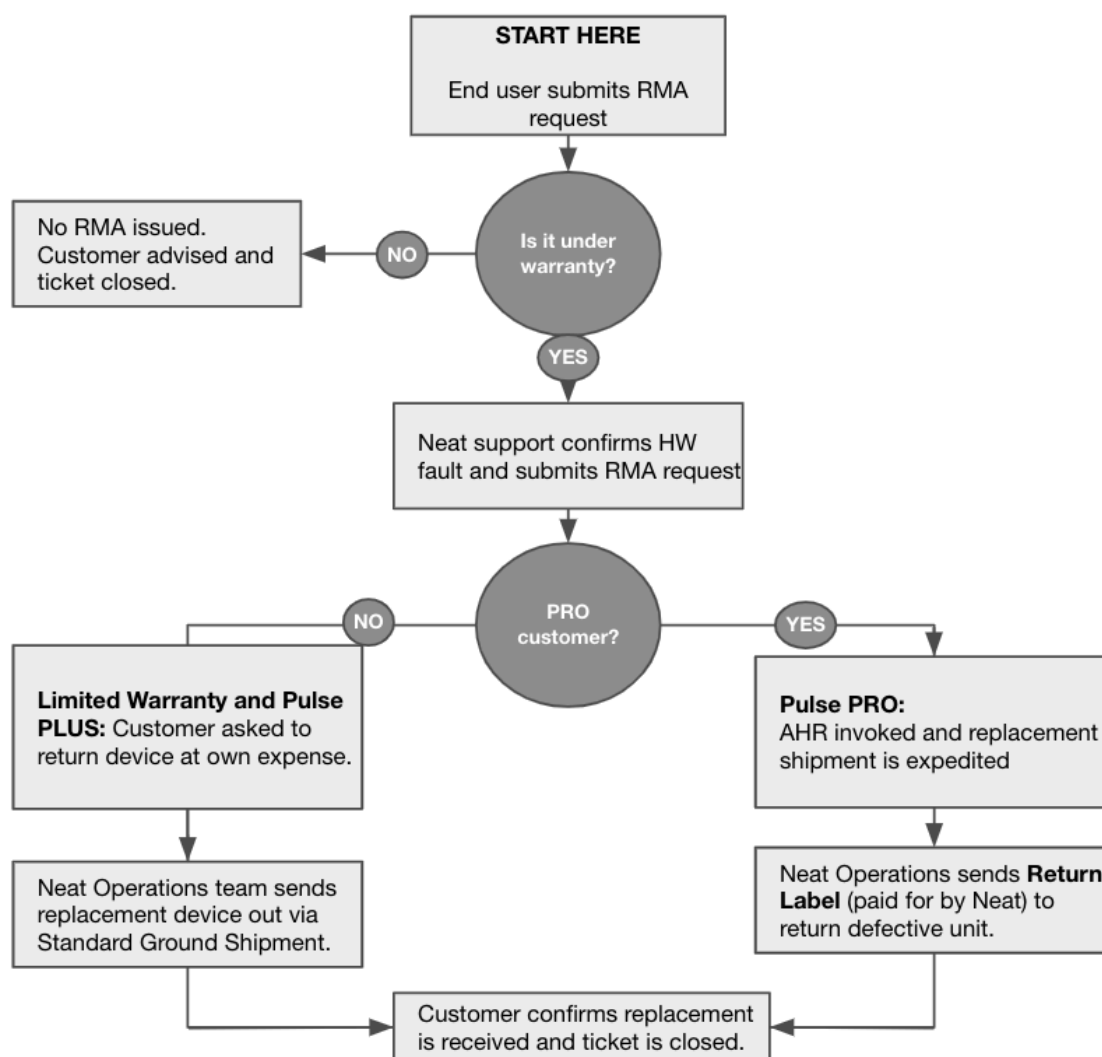
How will Neat technical support investigate an issue

During an investigation process, Neat technical team will need to obtain information from a customer about their network topology, Zoom/Teams environments, logs, and may ask the customer to run some tests. This process is undertaken to narrow down and isolate the problem. We expect the customer to be cooperative and responsive during this process of gathering information and dedicate resources who will be able to work with our technical support (especially if the issue has been reported the first time or involves a 3rd party).

Some sample asks or checks would include (this is NOT an exhaustive list):

- Details of the nature of the problem and what troubleshooting has been done so far
- Photos or videos showing the nature of the problem and how to reproduce the issue (if possible)
- If the device is DOA (dead on arrival) or was it working before and if any modifications were done
- Conduct checks, such as replace a suspect cable, reboot or factory reset, try a different TV monitor
- Conduct network checks such as NTP or mDNS status in their setup, use 'ping' command to check network connectivity etc.
- Try to determine if there are workarounds that stop the problem from reappearing (e.g. disabling a setting)
- Obtain logs after reproducing the problem, noting down the time the issue occurred and for how long (usually with a corresponding video)
- Identify if Neat software or hardware is involved or if the issue is purely in the application layers (Zoom or Teams)

How will Neat technical support resolve an issue

Neat technical support team will use commercially reasonable efforts to investigate an issue and provide regular updates to the customer.

In the event that we determine the issue is a software problem, we will strive to provide a resolution in the form of a bug-fix, work-around, improvement or other, as determined by Neat. The actual resolution time will depend on the nature of the issue and solution provided by Neat.

In the event that we determine the issue is a hardware problem, as long as the unit is under warranty and customer have not done anything that would void such warranty (Neat's warranty statement: https://neat.no/warranty-statement/), we will repair or replace the unit (the shipment times, replacement costs etc. will vary between Limited/Plus vs. Pro customers).

How to escalate an issue within Neat

The next section lists some useful contact details within Neat. However, we request that this list be used with discretion and regardless of urgency, we still expect all customer issues to follow the standard support process outlined in this document.

Contact name and role	Contact details	Location
Neat Technical support	support@neat.no	Global
Tasmia Saad *Head of technical support*	tasmia.saad@neat.no	London, UK
Justin Bondi *VP, Global technical sales*	justin.bondi@neat.no	Chicago, US
Matt Hansen *Head of Operations and Delivery*	matt.hansen@neat.no	Iowa, US

Useful links and contacts

Neat website: https://neat.no
Online support resources: https://support.neat.no
Warranty statement: https://neat.no/warranty-statement/
User guides and manuals: https://neat.no/resources/
Webform to raise support ticket: https://neat.no/contact/

Appendix A: Software support policy at Neat

Neat will provide support for Neat devices running the current released software version and the previous released software version.

- By current released software, we mean software available through both 'stable' and 'preview' channels. Although, please note that the 'preview' channel software should be used for testing purposes only and not for wider production use.
- By prior released software, we mean the last 'stable' software release before the current 'stable' was promoted.

If you have opted out of 'Automatic updates' on your Neat device, you will become responsible for manually upgrading all your Neat devices using the Zoom Room or Microsoft Teams administrator portal.

To ensure you can always get support from Neat's technical team, please make sure you keep your devices on a supported software release. If you encounter an issue with older software (outside our support policy), when you reach out to us for technical support, we will ask you to upgrade to a supported software release first.

For any questions or concerns, or if you need Neat's technical team, please email us at support@neat.no.

Appendix B: Levels of support with examples

Level 1	This team includes technical support specialists who are the first point of contact for a customer when an issue arises. Their job is to gather the customer's information, determine the nature of the issue by analyzing the symptoms and conduct basic troubleshooting. This team can also guide a customer in the 'next step' of the process (e.g. emailing the next level of support, identifying known issues and guiding them through online resources at Neat).
	Examples include:
	- Assisting customers to find latest software release notes, articles and self-help guides on https://support.neat.no - Answer questions about product features and pending software releases - Initial determination of hardware problems (e.g. camera is not working after multiple reboots) and then forward request for pre-approval by level 2 & 3 support for units under warranty. - Conduct basic troubleshooting and guiding customers through simple processes such as factory resets, checking Neat-level pairing status, unsuccessful upgrades etc. - Assist customers to enable/use features (e.g. BYOD mode, content sharing, multistream etc.) - Identify when a customer needs to reach out to the next level of support and advise accordingly (e.g. either ask customer to email support@neat.no or forward the chat conversation to the next level and raise a ticket for the customer). - Approve simple RMA requests
Level 2	This team includes experienced technical support specialists who

	are able to perform technical analysis and advanced troubleshooting. When this team is engaged, they will verify the problem description gathered by the level 1 team and ask further questions to be able to determine the specific problem. Examples include: ● Create and Determine the level of severity of the issue and assign a ticket for the investigation (if level 1 hasn't done this yet). ● Obtain full details of the problems such as network topology ● Diagnose network issues ● Reproduce issue and investigate root cause ● Troubleshoot hardware and software problems ● Gather logs for Level 3 technical support where required
Level 3	This is the highest level of technical support, comprising specialist engineers who can conduct a comprehensive analysis/advanced troubleshooting of the issues, investigate logs and identify bugs and authorize RMA requests. Level 3 engineers are well integrated with R&D and will represent R&D in customer-facing communications. Examples include: ● Conducting comprehensive root cause analysis of an issue through log investigation ● Reproduce/raise bugs for internal and external investigations ● Work closely with R&D engineers on bug-prioritization, features, technical documentation and software releases ● Conduct extensive QA investigations to analyze features and bugs and their expected outcome ● Escalate issues internally and also raise issues with Microsoft technical support or Zoom technical support where necessary. ● Approve complex RMA and Fault Analysis (FA) requests

Appendix C: Neat End-of-Life (EOL) Policy

Neat's End-of-Life (EOL) policy can be found here:
https://support.neat.no/article/neat-end-of-life-policy/

Appendix D: Neat's warranty statement

Neat's warranty statement guidelines can be found here:
https://neat.no/warranty-statement/

Appendix E: Neat Pulse Terms and Conditions

Neat Pulse terms and conditions can be found here:
https://neat.no/neat-pulse-terms-and-conditions/