



# Terms of Service

**Last Updated:** 11/1/25

## 1. Agreement to Terms

These Terms of Service ("Terms") constitute a legally binding agreement between you ("Customer," "you," or "your") and Connect Path ("Connect Path, LLC," "we," "us," or "our"). These Terms govern your purchase and use of products, services, and access to our website.

**By placing an order, accessing our website, or using our services, you agree to be bound by these Terms.** If you do not agree to these Terms, please do not use our website or purchase our products or services.

These Terms, together with our Privacy Policy, constitute the entire agreement between you and Connect Path with respect to your use of our website and purchase of our products and services.

## 2. Products and Services

Connect Path, LLC is a Value Added Reseller specializing in 5G routers, wireless connectivity solutions, and related services including:

- 5G and 4G LTE routers and hardware
- Cellular connectivity services through T-Mobile Business and other carriers
- Professional installation services
- Equipment staging, configuration, and kitting
- Managed help desk and technical support
- Network consulting and deployment services

All product descriptions, specifications, and availability are subject to change without notice. We reserve the right to limit quantities, discontinue products, or refuse service at our sole discretion.

## 3. Pricing and Payment

**3.1 Pricing** All prices are listed in U.S. dollars and are subject to change without prior notice. Prices do not include applicable taxes, shipping, or installation fees unless otherwise stated. You are responsible for all applicable federal, state, and local taxes.

**3.2 Payment Terms** Payment is due at the time of order unless alternative payment terms have been arranged in writing. We accept major credit cards and ACH.

**3.3 Late Payments** Past due accounts are subject to interest charges of 1.5% per month (18% annually) or the maximum rate permitted by law, whichever is less. You agree to pay all reasonable collection costs, including attorney fees, incurred by Connect Path, LLC in collecting past due amounts.

## 4. Orders and Order Acceptance

Your order constitutes an offer to purchase products or services from Connect Path. We reserve the right to accept or reject any order at our sole discretion. Order acceptance occurs when we send you an order confirmation or ship your products, whichever comes first.

Connect Path is not responsible for pricing, typographical, or other errors in any offer, and reserves the right to cancel any orders resulting from such errors.

## 5. Shipping and Delivery

**5.1 Shipping Terms** Shipping terms are FOB (Free on Board) our facility unless otherwise agreed in writing. Title and risk of loss pass to you upon delivery to the carrier. Estimated delivery dates are approximate and not guaranteed.

**5.2 Shipping Costs** Shipping charges are calculated at checkout and are non-refundable. If you received free or discounted shipping and later return your order, actual shipping costs paid by Connect Path will be deducted from your refund.

**5.3 Damaged or Missing Items** You must inspect all shipments upon receipt and report any damage or missing items to us within three (3) business days. Connect Path is not obligated to replace damaged or missing items if not reported within this timeframe. Damage claims must be filed directly with the shipping carrier.

## 6. Returns and Refunds

**6.1 Return Policy** Connect Path offers a thirty (30) day return period for eligible products, beginning on the date of shipment. To initiate a return, you must contact us to request a Return Merchandise Authorization (RMA) number.

**6.2 Eligible Returns** Returns are accepted for:

- Unopened, unused products in original packaging
- Defective products covered under manufacturer warranty
- Products shipped in error by Connect Path

**6.3 Non-Returnable Items** The following items are not eligible for return:

- SIM cards and activated cellular services
- Custom-configured or special-order equipment
- Installation services, site surveys, and professional services fees
- Extended warranties and manufacturer service plans
- Products with signs of use, damage, or missing components

**6.4 Restocking Fee** Returns eligible for refund (excluding defective items) are subject to a twenty percent (20%) restocking fee. Alternatively, you may request a full store credit with no restocking fee.

## 6.5 Return Procedures

- Contact Connect Path to obtain an RMA number within 30 days of shipment
- Package items securely in original packaging with all accessories and documentation
- Mark the RMA number clearly on the OUTSIDE of the shipping carton (not on manufacturer packaging)
- Ship items at your expense to the address provided
- RMA numbers are valid for ten (10) days

All returned items will be inspected upon receipt. Products showing signs of use, damage, or missing components may result in a reduced or denied refund.

## 7. Warranties

**7.1 Product Warranties** Connect Path passes through to customers the limited warranties provided by equipment manufacturers. We do not provide any additional warranties beyond those offered by manufacturers. Contact information for manufacturer warranties will be provided with your products.

**7.2 Installation Warranty** For professional installation services, Connect Path warrants that installation work will be free from defects in workmanship for ninety (90) days from the date of completion. This warranty covers only the installation work performed by Connect Path, not the equipment installed.

**7.3 Configuration Warranty** Connect Path warrants initial equipment configurations for thirty (30) days from customer receipt of devices. Beyond this period, reconfiguration services may incur additional charges.

**7.4 Warranty Exclusions** Warranties do not cover:

- Damage caused by improper use, accidents, or unauthorized modifications
- Normal wear and tear
- Issues caused by inadequate cellular signal coverage
- Software or firmware updates performed by third parties
- Equipment not purchased from Connect Path

**7.5 Warranty Claims** To file a warranty claim, contact Connect Path with your order number and description of the issue. We will provide instructions for warranty service or replacement.

## 8. Technical Support

Connect Path provides technical support services as follows:

**8.1 Included Support** Customers who purchase products or services from Connect Path receive access to our support desk for technical assistance related to products purchased through us.

**8.2 Support Eligibility** Support is available only to customers who purchased directly from Connect Path. We do not provide support for products purchased through other resellers or for equipment not sold by Connect Path.

**8.3 Support Limitations** Technical support assists with product operation, configuration, and troubleshooting. Support does not include on-site service, network infrastructure modifications, or issues outside the scope of products purchased from Connect Path.

## 9. Professional Services

**9.1 Installation Services** Professional installation services include:

- Site survey and equipment placement recommendations
- Physical installation and mounting of equipment
- Connection to existing network infrastructure
- Initial configuration and testing
- User training on basic operation

Unless specifically quoted, installation does not include:

- Running new cabling or drilling
- Structural modifications
- Network infrastructure upgrades
- Ongoing maintenance beyond initial installation

**9.2 Scope of Work** All professional services are provided based on a mutually agreed Statement of Work (SOW) or quote. Any work beyond the agreed scope requires prior approval and may incur additional charges.

**9.3 Site Access** Customer agrees to provide Connect Path personnel with reasonable access to installation sites during normal business hours and to provide adequate workspace, power, and safety conditions.

## 10. Signal Coverage and Performance

**10.1 Customer Responsibility** The customer is responsible for ensuring adequate cellular signal coverage at the installation location prior to purchasing equipment. Connect Path can provide site survey services to assess coverage, but cannot guarantee specific performance levels.

**10.2 No Performance Guarantee** Cellular coverage and data speeds depend on carrier network conditions and are not controlled by Connect Path. We do not guarantee specific speeds, coverage areas, or network availability.

**10.3 Equipment Selection** Connect Path will recommend equipment appropriate for your stated needs, but ultimate equipment selection and placement decisions are the customer's responsibility.

## **11. Limitation of Liability**

### **TO THE MAXIMUM EXTENT PERMITTED BY LAW:**

**11.1** CONNECT PATH'S TOTAL LIABILITY ARISING OUT OF OR RELATED TO THESE TERMS, WHETHER IN CONTRACT, TORT, OR OTHERWISE, SHALL NOT EXCEED THE AMOUNT PAID BY YOU FOR THE SPECIFIC PRODUCT OR SERVICE GIVING RISE TO THE CLAIM.

**11.2** CONNECT PATH SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING LOSS OF PROFITS, DATA, USE, GOODWILL, OR OTHER INTANGIBLE LOSSES, EVEN IF WE HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

**11.3** CONNECT PATH IS NOT LIABLE FOR ANY DELAY OR FAILURE TO PERFORM RESULTING FROM CAUSES BEYOND OUR REASONABLE CONTROL, INCLUDING ACTS OF GOD, NATURAL DISASTERS, TELECOMMUNICATIONS FAILURES, GOVERNMENT ACTIONS, CARRIER NETWORK ISSUES, OR SUPPLY CHAIN DISRUPTIONS.

## **12. Intellectual Property**

The Connect Path name, logo, and all related names, logos, product names, designs, and slogans are trademarks of Connect Path or its affiliates or licensors. You may not use these marks without our prior written permission.

All product names, trademarks, and logos of third-party manufacturers and carriers are the property of their respective owners.

## **13. Export Compliance**

You agree to comply with all applicable export control laws and regulations, including the Export Administration Regulations (EAR) and International Traffic in Arms Regulations

(ITAR). You will not export, re-export, or transfer products or technical data to prohibited countries or persons without required authorizations.

## **14. Governing Law and Dispute Resolution**

These Terms are governed by the laws of North Carolina without regard to conflict of law principles. Any disputes arising from these Terms or your use of our services shall be resolved in the state or federal courts located in Mecklenburg County, North Carolina, and you consent to the exclusive jurisdiction of such courts.

## **15. Modifications to Terms**

Connect Path reserves the right to modify these Terms at any time. Updated Terms will be posted on our website with a revised effective date. Your continued use of our website or services after changes constitutes acceptance of the modified Terms.

## **16. Severability**

If any provision of these Terms is held to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

## **17. Contact Information**

For questions about these Terms of Service, please contact us: [info@connectpathnetworks.com](mailto:info@connectpathnetworks.com)

---

**By placing an order or using our services, you acknowledge that you have read, understood, and agree to be bound by these Terms of Service.**

---