

## WARRANTY AND REPAIR POLICY

### Warranty Terms and Conditions

#### Hardware and embedded software

Hardware and embedded software in GenComm's products has a warranty period of two (2) years from date of shipment, where GenComm's products are and will be free from defects in design, material, and workmanship; and will conform to and perform in accordance with the product's specifications.

This warranty does not include periodic recalibration. GenComm does not warrant that the operation of its products will be uninterrupted or error free. This warranty does not cover failures caused by force nature, electrical or environmental conditions; abuse, negligence, accident, loss or damage in transit, or improper use.

This warranty shall be null and void in any of the following events:

- (i) The buyer or any third-party attempts to repair of the products without written authorization by GenComm
- (ii) Improper or inadequate maintenance or calibration done by the buyer or damage caused by the buyer.
- (iii) A third party-supplied software, interfacing or supplies.
- (iv) Improper use of the products with an operation outside of GenComm's specifications.
- (v) The products are shipped to any country other than that originally specified in the buyer's purchase order.

GenComm products not meeting this warranty will repaired or replaced, at GenComm's option.

GenComm products should be shipped prepaid to GenComm's repair center indicating the return address and describing the symptoms observed in the product. GenComm will inspect, repair or replace the products at GenComm's option and will ship prepaid the products to the indicated address.

#### Software

GenComm warrants that for a period of ninety (90) days from date of shipment, the accompanying media will be free from defects in materials and workmanship under normal use according its specifications. The physical media warranty does not apply to defects arising from misuse, theft, vandalism, fire, water, or other similar perils.

### Repair Policy

GenComm shall use commercially reasonable efforts to repair or replace at its option, any GenComm's products determined to be defective. GenComm shall repair or replace the products within thirty (30) days of receipt, or within a time specified by GenComm. Units repaired shall be warranted for ninety (90) days from date of shipment, or for the remaining balance of the initial warranty, whichever is longer.

All products for repair should have a Return Material Authorization (RMA) number prior to its shipment, which can be obtained by sending the following RMA Form.



RMA Form GenComm



GenComm's products shall be packaged and returned in accordance with normal commercial practices to prevent damage, and freight prepaid. GenComm shall pay freight to return the repaired products to the customer's address.

GenComm shall evaluate the unit upon receipt, and may at its option provide a replacement unit rather than effect repairs. There shall be no charge for repairs made during the warranty period, provided the products were not mishandled, abused, modified, damaged or the warranty was otherwise void and null. If it is determined that the failure of the product is due to one of these conditions, the unit shall be repaired and invoiced at the normal out of warranty repair charge.

All out of warranty repairs shall require a purchase order. The unit shall be repaired and returned FCA factory, freight, duty, and taxes prepaid.