

## WARRANTY Repair Policy

### Product Returned for Warranty Repair

Beijer Electronics Group of Companies warrants your hardware product against any defect in material and workmanship, under normal use and used according to our product documentation, for a minimum of 12 month warranty period. The warranty becomes effective from the ship date from one of Beijer Electronics Group of Companies.

**Customer's Responsibility To Validate Warranty Time** - The Customer is responsible for supplying purchasing information (original purchase order number & date issued to Beijer Electronics) to validate the Warranty time period when delivered from Beijer Electronics.

This Limited Warranty does not cover normal preventive maintenance items such as fuse replacement, cleaning of the Product or problems caused by lack of preventative maintenance, improper cleaning, improper programming or improper operating procedures.

If the product is found to be defective within the warranty period, Beijer Electronics Group of Companies, at its sole option, repair or replace the defective product.

**ROOT CAUSE ANALYZE** – By a customer requested root cause analyzes are charged with normal hourly rates.

Beijer Electronics Group of Companies will not, under any circumstances, be liable for direct, special or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions.

### Products Found Non-Warranty on Warranty Claims

In the case of Products returned on a Warranty claim where the failure is determined by Beijer Electronics Group of Companies to be Non-Warranty, the Product will be repaired and charged according to Non-Warranty Repair policy.

Software Products are covered specifically for defective only, for a 14 day period. The software license you acquired cannot under any circumstance be transferred back to Beijer Electronics Group of Companies. Beijer Electronics Group of Companies does not warrant or represent that third-party software or hardware will function error-free when used in conjunction with its products. Third-party software approved by Beijer Electronics Group of Companies will be covered by Beijer Electronics warranty policy.

## NON-WARRANTY Repair Policy

### Repair Charges

All Non-Warranty items are subject to one of the below repair charges and are invoiced upon return shipping.

REPAIR CHARGE - This price includes repair parts and labor to repair the CRO approved item. The Repair charge can be found in the price list and are subject to change without notice.

INSPECTION CHARGE - In the event that a No Problem Found condition is determined by Beijer Electronics Group of Companies and the product is not in need of a repair a minimum inspection charge of one and a half labor ~~hour~~ hours will be invoiced. If the customer does not accept a cost estimate, a minimum inspection charge of 1 ~~hour~~ labor hours will be invoiced.

RUSH CHARGE (Operator Panel Products Only) - Customer requiring RUSH repair lead time which indicates a quicker repair time than what is communicated will receive a rush fee in addition to the Repair Charge. RUSH will initiate repair immediately and shall be finalized within 5 work days, dependant on part availability.

ITEMS DEEMED NOT REPAIRABLE - In the event the product was found to have one or more of the following conditions: extensive physical and/or electrical damage, missing vital/critical parts, unauthorized modification, repairing cannot restore the product to its original operating specifications; the product will be deemed unrepairable and will be scrapped in accordance with our environmental policies and requirements and be charged an inspection fee, see Inspection Charge.

ROOT CAUSE ANALYZE – By a customer requested root cause analyzes are charged with normal hourly rates.

If after 60 days there is no approval or decline from the customer on a non-warranty repair estimate, the product will be returned unrepared or scrapped with all appropriate fees and charges applied. This includes a minimum diagnostic fee plus freight charges. Beijer reserves the right to not start new returns (CRO's) if a customer has an estimate pending approval beyond 45 days.

This warranty is void if:

- Failure of or damage to Products due to misuse (including use in other than normal customary manner), neglect, accident, improper installation, or repair, alteration or modification not performed by Beijer Electronics or certified service partner personnel, excessive physical or electrical stress, or operation under abnormal or improper environmental conditions or the like.
- Damage resulting from an act of God such as, but not limited to, lightning, flooding, tornado, earthquakes, and hurricanes
- The serial number of the product is defaced, modified or missing
- The product is not within the warranty period
- Product seal is broken (if product has a seal label when shipped to the customer)

### Repair Warranty

All Non-Warranty repairs by Beijer Electronics Group of Companies Repair Department shall have a six months (6 months) warranty on all parts replaced and labor performed commencing from the date of return shipping. Repair Warranty does not cover failures or damage to repaired product due to misuse, modifications, neglect, accident, improper installation, excessive physical & electrical stress or operation under abnormal or improper environmental conditions. For more information see our product documentation.

The decision of Beijer Electronics Group of Companies shall be final and binding with regards to the condition of product return and eligibility of repair or replacement.

Since the machine or system on which the Product is to operate is provided by third parties, Beijer Electronics is not responsible for the operation, availability or loss of use of the machine or system. In addition, this Limited Warranty does not cover normal preventive maintenance items, cleaning of the Products or problems caused by lack of preventative maintenance, improper cleaning, improper programming or improper operating procedures.

## Returns Policy

At Beijer Electronics Group of Companies we want our customers and partners to be delighted with every purchase they make. Occasionally though, we know you may want to return items, so below is our returns policy.

### Defective items

You can always return items if they are defective. Please see "To return an item" below for details of how to return defective items to us.

### Delivery charges

If you are returning an item because of an error on our part and it is a warranty claim, we will return the product to you free of charge. If it is out of warranty you will be responsible for those charges.

### Repair Return Shipping

All return shipments unspecified by the Customer will be sent via standard ground or/and air transportation. Special handling at customer's request are charged accordingly.

### To return an item

All Beijer Electronics Group of Companies product Repair & Returns due to defect require a pre-approved CRO/RMA number. The CRO/RMA number is only valid for 30 days from the issue date. Our customer support shall be contacted for all claims prior to shipping.

If the customer returns a unit which has not been pre-registered by our customer support a one hour administration fee will be added to the final invoice (also applicable for a warranty repair).

Please provide a full description of the fault and return the defective item in its original box, with all accessories. Tag the product with the RMA/CRO number and wrap the package securely. Send the package to the address stated in the email that you will receive after we have registered your claim.

Beijer Electronics take no responsibility for goods damaged during transportation. Damaged goods due to transportation are not covered by the warranty.

For your protection we recommend that you use a recorded-delivery service. If a product is returned with the cheapest delivery (Letter) a half hour administration fee will be added to the final invoice (also applicable for a warranty repair).

Please note: If you have given us your email address when you reported your claim we will send you information to let you know the status during the return/repair process.

### Return Restock Policy (RMA)

STOCK PRODUCTS (X2, iX TxA/B/C, EXTER, H-series, Korenix, standard QTERM-A7/-A12/-G72, etc.) that have not been used may be returned within 90 days of Beijer's shipment date for a 20% restocking charge. All returns require a Beijer-assigned Return Material Authorization (RMA) number.

**Custom Products** are non-returnable. In some instances Beijer Electronics may offer salvage value for unused custom products; call for more information.

Beijer Electronics reserves the right to not accept any returns of any product after 90 days of our invoice date, or to accept them with a higher restocking charge or for salvage value only.

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**General Repair Instruction (CRO)**

**When returning terminals for repair, the following guidelines apply:**

- Products returned to Beijer Electronics for repair are shipped prepaid by customer
- All product returned for repair must be properly and safely packaged
- All returns must be pre-registered
- All packages must be labelled with the assigned CRO/RMA number clearly visible on the outside of the package to avoid the return of the package at the customers expense
- All returns should use recorded-delivery service
- All products returned for repair must be free of any hazardous contaminants
- All products returned for repair are to be reasonably clean with minimal contaminants such as oils, grease, dirt, grime, etc. Cleaning charges will be applied if needed
- After repair, all products will be returned to original factory settings; all custom applications are removed unless requested not to at the time the CRO is requested