

To request any hardware (hereinafter also “Item”) return and/or repair, customers of IDEN TEC SOLUTIONS AG, including any of its subsidiaries (hereinafter “IDEN TEC”), Customer must contact IDEN TEC’s support department ([support@identecsolutions.com](mailto:support@identecsolutions.com)). IDEN TEC will then provide to the Customer a “Return Material Authorization” (“RMA”) form which the Customer must fill out and include with the RMA shipment to IDEN TEC. If IDEN TEC does not receive the Item(s) within one month following the Customer’s initial request, IDEN TEC will first send a reminder and then proceed to close the RMA. The Customer is required to ship the Item(s) to the address and receiver contact info shown below:

IDEN TEC SOLUTIONS AG  
Millennium Park 2  
6890 Lustenau AUSTRIA  
Attn.: Eric J. Jaeger  
[ejaeger@identecsolutions.com](mailto:ejaeger@identecsolutions.com)  
+43 (0)5577 87387-55

IDEN TEC’s standard warranty is 12 months from the original shipping date. The warranty on repaired Item(s) (which may exclude the overall product) is 90-days from the shipping date. Out of warranty Item(s) will be repaired at the sole discretion of IDEN TEC. If Item(s) are out of warranty, a €112 processing fee per order, and a €258,70 analysis fee per Item will apply, and IDEN TEC will request approval from the Customer for charging the processing and analysis fees. Only once approval is received from the Customer, will IDEN TEC proceed with processing the RMA. If IDEN TEC does not receive the cost approval from the customer within one month, a reminder will be sent to the Customer, after which the RMA will be closed and the Customer will be asked to organize the return shipment of the Item(s). If the Item(s) are not picked up within one month, IDEN TEC will proceed with disposal of the Item(s). The Customer is responsible for all shipping, handling, customs charges, taxes and insurance fees to and from the IDEN TEC office in Lustenau, Austria. The analysis will normally be complete within 3-weeks upon receiving the Item(s) at the IDEN TEC office in Lustenau, Austria. IDEN TEC will follow up via email with an analysis report, including a cost estimate of the repair payable by the Customer. If the Customer wishes to proceed with the repair, an order confirmation and an anticipated repair schedule will be provided in a follow-up email.

In the repair process, the analysis fee serves as a cost credit towards the repair. If the repair costs less than the analysis fee, the repair will commence at no additional charge to the Customer (no refund will be given on repair costs below the analysis fee). If the repair cost is greater than the analysis fee, the analysis fee will be deducted from the total repair bill payable by the Customer; in such a case the Customer must approve the repair cost by email prior to any repair by IDEN TEC.

If IDEN TEC cannot repair the Item, the Customer will be notified via email if a suitable replacement Item exists and the relevant costs. The Customer may request that IDEN TEC either returns the damaged Item or disposes of it (at no additional cost).