

## 1 ABOUT THIS DOCUMENT

To request any hardware (hereinafter also "Item") return and/or repair, customers of IDENDEC SOLUTIONS AG, including any of its affiliates (collectively hereinafter "IDENDEC"), Customer must contact IDENDEC's support desk by sending an e-mail to [SUPPORT@IDENDEC SOLUTIONS.COM](mailto:SUPPORT@IDENDEC SOLUTIONS.COM). In the e-mail Customer must describe the problem of the Item affected in detail, where possible, indicating (i) its serial number, (ii) the quantity, (iii) name and address of the vendor, (iv) when such Item was purchased (please state the purchase order number), and (v) why the Item should be repaired or replaced. Following Customer's e-mail, IDENDEC's support desk will create a support-ticket with an individual ticket number and will promptly start processing the support request.

Based on the finding of IDENDEC's initial analysis of the reported hardware problem, IDENDEC will then notify Customer, if the Item is eligible for either (i) repair, (ii) replacement, or (iii) receipt of a new Item.

## 2 HARDWARE RETURNS

Together with IDENDEC's notification pursuant to the preceding section, IDENDEC may also instruct Customer to ship the Item affected for repair and/or a further root cause investigation, where necessary, to the address as indicated therein, or alternatively to:

IDENDEC SOLUTIONS AG  
Attn: Eric J. Jaeger  
Millennium Park 2  
6890 Lustenau, Austria

## 3 WARRANTY CLAIMS

Items, which are covered by IDENDEC's warranty at the time IDENDEC received the support request, will either be (i) repaired or (ii) replaced by a new Item in accordance with the applicable warranty terms and conditions free of charge, including shipment.

## 4 OUT OF WARRANTY ITEMS

Out of warranty Item(s) will be repaired at the sole discretion of IDENDEC. If the Item is out of warranty at the time IDENDEC received the support request, Customer will be invoiced a €112 (net) processing fee as well as a €258,70 (net) analysis fee per Item, provided that IDENDEC has received Customer's prior approval for such fees beforehand. Upon receipt of the cost approval as aforementioned from Customer by e-mail to [SUPPORT@IDENDEC SOLUTIONS.COM](mailto:SUPPORT@IDENDEC SOLUTIONS.COM), IDENDEC will then proceed with the repair, if possible.

If IDENDEC does not receive the cost approval from Customer within one (1) month, a reminder will be sent to Customer by e-mail. If IDENDEC does not receive the cost approval from Customer within 14 days after the reminder was sent, the support ticket will be closed. In such an event Customer will be asked to organize the return shipment of such Item. If the Item is not picked up within one (1) month after the support ticket has been closed, IDENDEC will proceed with the disposal of such Item.

Once the repair of the Item is completed, IDENDEC will ship the Item to Customer. All shipping costs, including any handling, customs charges, taxes, insurance fees and the like (if any), will be invoiced to Customer. IDENDEC will ship the Item in accordance with INCOTERMS 2020 (i) DAP if Customer is located in Europe, North America, Australia or New Zealand; or (ii) CPT if Customer is located elsewhere.

Final repair costs in excess of the analysis fee (the analysis fee serves as an advance payment for the repair of the Item), will be invoiced to Customer in addition to other fees and charges. Customer is not entitled for a refund of the analysis fee if the total repair costs are less than the analysis fee.

If IDENDEC cannot repair the Item, Customer will be notified by e-mail and the support ticket will be closed. Upon request from Customer, IDENDEC may offer Customer a new hardware with the same or similar functionalities at the then valid standard prices.

## 5 STANDARD WARRANTY

IDENDEC's standard warranty for any replaced or new Item is 12 months from the original shipping date. The warranty on repaired Item(s) is 90-days from the shipping date (please note that such a warranty comprises the individual Item as identified in the support ticket only and does not include the entire system or any other components manufactured by IDENDEC).

## 6 MISCELLANEOUS

"Customer" as used herein means any customer of IDENDEC which purchased the Item from IDENDEC through its usual sales channels. Any person that purchased any Item from a third party shall not be considered a customer of IDENDEC, but of the respective third party.

IDENDEC reserves the right to revise this policy at any time without prior notice. No license or right is granted hereby to Customer, by implication or otherwise, with respect to or under any patent application, patent, claim of patent or other intellectual property rights of IDENDEC. All rights not expressly granted are reserved.