

RF Code Warranty, RMA and Extended Warranty Policies

Limited Standard Software and Hardware Warranty Terms

RF Code warrants its products (hardware and software) to be free from defects in materials and workmanship for a period of 1 year from the date of purchase from RF Code. RF Code's obligation under this warranty is limited to repairing or replacing, at its sole option, any such defective products returned to RF Code. This warranty does not apply to equipment that has been damaged by accident, negligence, or misapplication or has been altered or modified in any way.

Standard Software Warranty Coverage:

RF Code Software Warranty entitles RF Code customers and resellers to the following services and benefits:

- Access to RF Code Technical Support
- Access to Software Upgrades and Bug Fixes

Standard Hardware Warranty Coverage:

RF Code Hardware Warranty entitles RF Code customers and resellers to the following services and benefits:

- Access to RF Code Technical Support
- Return Merchandise Authorization (RMA)
- Firmware Upgrades and Bug Fixes

RF Code Technical Support

Current Warranty Coverage entitles RF Code resellers and customers the ability to contact RF Code Support about installation and usage-related questions, as well as, make defect inquiries regarding eligible products that are covered under RF Code warranty agreements. A team of technical specialists can be contacted electronically or via phone.

Support is available during normal business hours: Monday through Friday, 7:00 am to 7:00 pm Central time, excluding national holidays.

- Web & Knowledge Base: <http://support.rfcode.com>
- Email: support@rfcode.com
- Phone: 866.830.4578 or 512.439.2244

Return Materials Authorization (RMA) Policy

RF Code resellers and customers must contact RF Code Technical Support to obtain an RMA number to return defective products. In the event of a product failure under the terms of the

warranty, RF Code will either repair or replace the defective product at its sole discretion. The replacement product may be either new or refurbished selected at RF Code's option.

The RF Code reseller or customer is expected to pay for the shipment costs of the defective product to RF Code unless otherwise directed by RF Code. RF Code will pay for shipment of the repaired or replacement product back to the reseller or customer.

- Standard RMA Return – The reseller or customer returns the defective product to RF Code; then within 2 working days, RF Code will ship a repaired or replacement product via ground shipping.
- Cross-ship RMA Return – RF Code ships a replacement product to the reseller or customer the day the RMA number is issued via overnight shipping. The reseller or customer also ships the defective product to RF Code the same day the RMA number issued. If the defective product is not received by RF Code within 30 days, the reseller or customer will be billed full list price for the product.

The default procedure for handling RMAs is via the Standard RMA Return procedure. The Cross-Ship RMA return procedure is only utilized with RF Code's consent when the customer's solution is "down" or "halted" and requires immediate attention.

Extended Software and Hardware Warranty Plans & Policy

RF Code may offer extended warranty plans for its software and hardware, with the exception of Active RFID Tags. Extended warranty plans may be renewed for additional year(s), as long as the extended warranty is still in effect. In the event of a lapse in warranty coverage, the previously elapsed time must be covered when the extended warranty is renewed.

- Extended Software Warranty – extends the standard software warranty on all software purchased
- Extended Hardware Warranty – extends the standard hardware warranty on all hardware purchased

Additional conditions of the RF Code extended warranty policy:

- Extended warranties may not be purchased after a product has reached its "End of Life" date indicating that technical support is no longer available for the product.
- Extended warranties on hardware are optional
- Extended warranties on software are optional, unless hardware extended warranties are purchased, in which case an extended software warranty will be required
- For Software Extended Warranties, all software and licenses must be covered.

Example: Asset Manager + 500 Nodes + Modbus, all licenses and software would need to be covered under the extended warranty. All or none.

- For Hardware Extended Warranties, all hardware of the desired type, must be covered.

Example: Customer has 10 Readers, 5 Room Locators, and 100 Sensor Tags. Customer only wants to warranty the Readers, therefore all 10 Readers must be covered. The 5



Room Locators will not be covered if not desired. All or none, of the desired hardware type.

Out of Warranty Support, Repair, and/or Replacement

Those customers and/or resellers whose warranty has lapsed may gain access to RF Code Technical Support on a per incident fee of \$150. This fee does not include software/firmware upgrade access or the ability to RMA defective hardware. An incident is defined as an interaction, or series of interactions between an RF Code customer/reseller and RF Code Technical Support beginning with initial contact and ending when a mutual resolution has been reached.

Repair or replacement of RF Code hardware products after the warranty or extended warranty has expired can be accomplished assuming the RF Code reseller or customer pays the appropriate charges and returns the defective equipment to RF Code via the established RMA procedure. Out of warranty equipment may be replaced at full list price.