



RF Code Warranty and RMA 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 the duration of the subscription 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, 8:00 a.m. to 5:00 p.m. 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 and will be selected at RF Code's discretion.

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 is 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.