

### **Vocabulary**

DoA – Dead on Arrival

CU – Customer

OEM – Original Equipment Manufacturer

ODM – Original Design Manufacturer

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## **Notice of Amendment:**

This document is hereby acknowledged to be subject to potential modifications by Sensoneo j.s.a. ("Sensoneo") at its sole discretion and without any obligation to provide prior notice or obtain consent from the Partner and/or the Customer. Sensoneo affirms its dedication to transparent and equitable practices concerning any such revisions.

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### **1. General Warranty Terms & Conditions**

- The warranty on all Sensoneo HW Devices is 1 year from the date of purchase. This does not include batteries (powering each HW device), which are considered standard consumer goods.
- This warranty is limited to repair or replacement (at Sensoneo's sole discretion) of the defective product during the specified warranty period.
- If a product is determined to be defective within two weeks from its arrival date, provided that the product was correctly installed, set up, and utilized following standard practices (referred to as an "OK product"), the product can be considered Dead on Arrival (DoA). The Partner or the CU may create a [Return Merchandise Authorization Form](#) (please see the document below), triggering Sensoneo to provide expedited replacement service.
- Beyond 1 month after the arrival of an OK product, the Partner or the CU must create a service request before sending the defective product back to Sensoneo for repair or replacement. The Sensoneo website provides this capability [Sensoneo Customer Support](#).
- Partners and CUs agree to secure the product shipment or bear the risks of loss or damage during transit, prepay shipping charges, and use the original shipping container (or a compliant equivalent) when shipping products to Sensoneo for repairs or replacement.
- Any repaired or replaced Products shall be subject to the same warranty as outlined in this Agreement but limited to the remainder of the original Warranty Period or ninety (90) days, whichever is longer.

### **2. Unauthorized Returns**

Sensoneo shall not accept the return of products lacking a valid service request or items that do not originate from Sensoneo. Such products will be returned to the Partner or CU at their own risk and expense. Refunds or exchanges will not be provided.

### 3. Warranty Exclusions

This warranty does not cover any...

- This warranty does not cover issues related to signal strength or reception quality. Signal strength is influenced by various external factors beyond the control of Sensoneo, and therefore, it is not included in the scope of this warranty.
- Products found to be defective after the expiration of the warranty period.
- Products subjected to misuse or abuse, whether accidental or caused by other factors. Sensoneo will determine such product conditions at its sole and unfettered discretion.
- Products damaged due to natural disasters, including but not limited to lightning, flooding, fire, earthquake, or unspecified deity.
- Product modified in any way NOT described explicitly in the respective Sensoneo product technical documentation, user manual and/or Sensoneo-issued recommendations.  
(Please note: The product's user manuals contain instructions for installing, configuring, and maintaining your Sensoneo product. Refer to the user manuals before installing or configuring the product.)
- Software products.
- Product with an altered and/or illegible serial number.
- Other products shipped with a Sensoneo product have reached a natural limitation as defined by the OEM's warranty policies or as detected by the inspection utilities provided by the OEM. For more information, please refer to the website [www.sensoneo.com](http://www.sensoneo.com).
- Loss of data or software.
- Products that have been modified, updated, reworked, or improperly tested by a Partner or the CU, or by a third party at the request of the Partner or the CU.
- Customized and/or ODM products - this warranty excludes all customized and/or ODM products unless explicitly specified in the respective contract or its addendum and agreed upon and signed by both a Partner or a CU and Sensoneo.

### 4. Service Terms & Charges

If the product is not subject to the warranty as outlined in paragraph 3 of this document, or if the CU or the Partner requires additional analysis of a product, upon agreement from the Partner or the CU for a product inspection, Sensoneo will proceed to act, provide a quotation for the total repair cost, and awaits repair approval from the CU or the Partner. If the service analysis of the product confirms its eligibility for warranty service, Sensoneo will repair or replace the product as described in paragraph 2 of this document.

Should the Partner or the CU decline Sensoneo's out-of-warranty repair service, Sensoneo will either return the defective product to the Partner or the CU or locally dispose of the product, as determined by the Partner or the CU.

The Partner or the CU shall be responsible for the associated shipping costs.

Sincerely,

**Martin Basila**  
CEO, Co-Founder