

IOT747 LIMITED WARRANTY

This Limited Warranty is to be used in conjunction with the General Terms and Conditions (GENERALTNC-001)

1. GENERAL TERMS

- 1.1 This limited warranty extends only to the original purchaser. Please note that any warranty services or questions must be accompanied by the order number from the transaction through which the warranted product was purchased. The order number serves as your warranty number and must be retained. IOT747 will offer no warranty service without this number.
- 1.2 IOT747 warrants this product and its parts for (1) one year from the original ship date against all defects in material and workmanship.
- 1.3 The Customer must give notice during the warranty period in the event of a problem. During this period, IOT747 will repair or replace defective parts with new or reconditioned parts at IOT747's option, without charge to the Customer. If IOT747 is not capable of replacing it with an equivalent part, it will refund the part.
- 1.4 IOT747 makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to its products other than as set forth below. IOT747 makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.
- 1.5 Except as provided below, IOT747 is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the part. Under no circumstances shall IOT747 be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the part.
- 1.6 The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

2. WARRANTY CONDITIONS:

- 2.1 The above Limited Warranty is subject to the following conditions:
- 2.2 This warranty extends only to products distributed and/or sold by IOT747 or its authorized distributors.
- 2.3 This warranty does not cover any IOT747 products that have been attached, soldered or incorporated into the user's product. Only products that are in 'NEW' condition are covered with this warrantee.
- 2.4 This warranty does not include uninterrupted service or error free service from IOT747 module.
- 2.5 IOT747 shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized IOT747 representative; (iv) damages incurred through irresponsible use, including those resulting from viruses or spyware, overclocking, or other non-recommended practices and (v) normal wear and tear.
- 2.6 You must retain your bill of sale or other proof of purchase to receive warranty service.
- 2.7 No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfilment of this warranty.

3. PROCEDURE FOR OBTAINING WARRANTY SERVICE

- 3.1 RMA (Returning Merchandise Authorization) Policy: If repairs are required, the customer must obtain a RMA number and provide proof of purchase. To obtain an RMA number, the customer must send an email to support@iot747.com including proof of purchase, a description of the problem. IOT747 will return an RMA number by email. The customer can then ship the returned item to IOT747 at: IOT747, Attention: RMA, 122 Ross Street, Cambridge, CB1 3BU
- 3.2 Any shipping costs (starting from the original date of purchase) on any item returned for repair is the Customers' responsibility. All returned parts must have a RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be

accepted without an RMA number written on the outside of the package. RMA numbers are only valid for 30 days from the date of issue.

- 3.3 Once IOT747 receives the returned item(s), IOT747 will evaluate and confirm whether the returned item(s) is covered under warrantee. If the item(s) is covered under the warrantee, IOT747 will first attempt to repair the returned item (s). If the item(s) is not repairable, it will be replaced and IOT747 will ship the repaired (or replaced) item back to the customer.

4. WARRANTY EXCLUSIONS

- 4.1 IOT747 technical support or assistance is provided without any warranties of any kind. IOT747 accepts no liability for problems caused by damage from improperly applying power to the products.
- 4.2 IOT747 is not responsible for giving any technical support concerning the installation or integration of the devices into the Customer products.
- 4.3 This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse.
- 4.4 IOT747 has the option of voiding the warranty if anyone other than a IOT747 technician attempts to service the product.
- 4.5 IOT747 will not warrant any problems arising from an act of God (lighting, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought at IOT747.
- 4.6 Under no circumstances will IOT747 be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees.
- 4.7 IOT747 will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website.