

## Return Policy

Buyer agrees, when placing orders and accepting the products (each, a “Product”), to comply with Traxon’s General Sales Terms and Conditions and the terms of this Return Policy.

1. Return for Defect or Non-Function: Where authorized by the applicable Traxon e:cue Warranty Policy, return of a non-functioning Product must comply with the following process.

1.1 Any return of non-functional Product requires a pre-approval through a Customer Quality Complaint number (CQC e.g. “RMA” / “RGA”) only if Claim Period for such returned non-functional Product is still valid. Buyer shall contact Traxon e:cue’s local sales office to receive a Return Material Authorization (RMA) Number..

1.2 Traxon e:cue will provide Buyer with a Customer Quality Complaint (CQC) number following product troubleshooting, and instructions for completion of the product claim. All returns of non-functional Product will be associated with a Customer Quality Complaint number (CQC) and a copy of a Return Authorization form.

1.3 All returns of non-functional Product must be delivered to the designated location in accordance with the Customer Quality Complaint (CQC) number within thirty (30) days commencing from the date of the replacement invoice. Traxon e:cue will issue shipping tag(s) for the return of the product(s). To avoid any further damage, all returns of Product shall be packed accordingly to protect the material during transit, and marked correctly. If any damage occurs during transit due to poor packaging practices, the material will be deemed non-warrantable.

1.4 Traxon e:cue will test if defect(s) exist, and such testing result shall be final and binding to Buyer. In case of a fault (material or manufacturer fault), Traxon will issue a credit against the replacement invoice, or shall repair the product(s) returned at no charge. Compensation of costs, including without limitation installation, assembly and disassembly, shall be excluded.

2. Traxon e:cue reserves all rights to change or amend the Return Policy from time to time without further notice to Buyer.



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### **Annex: Product List & Warranty Periods**

The warranty periods for Traxon and e:cue products are listed in the tables below.

Please note that the 3-year-warranty or 5-year-warranty only apply for Traxon & e:cue standard products. Products that have been changed according to customers' demands ("customized" products) are excluded from the stated warranty periods on this list.

Warranty for any products that are not branded or manufactured by Traxon e:cue (Third-Party Product) will be passed through from the Original Equipment Manufacturer (OEM) for the period provided by the applicable OEM warranty for the Third-Party Product. Please contact your local Traxon e:cue representative for additional information on Third-Party Product warranties.

\* The product is defined as suitable for Coastal Environment

\*\* Discontinued Product