



Radiofid Group of Companies Product Warranty Terms and Conditions

This document is intended for all companies (legal persons) who buy Products from Radiofid Group of Companies (Radiofid).

The document regulates and determines:

- General warranty terms and conditions for Products manufactured and supplied by Radiofid;
- The warranty period for such Products;
- The warranty procedure for such Products;
- An out-of-warranty service cost and conditions for such Products.

Products supplied by Radiofid to Buyers (Clients, Customers), must fully comply with the published specifications (features), must come in a complete manufacturer's set, and be in a working condition throughout the warranty period. The provisions of this document shall come into force if the equipment does not conform to the applicable specifications, and in the case of equipment failure.

1. General Provisions

1.1. These Terms and Conditions shall enter into force upon their publication on Radiofid website and will be binding for all above-mentioned parties in line with the procedure described herein. The general content, as well as specific provisions of these Terms and Conditions may be amended or supplemented without prior notice. Changes and amendments shall become effective upon approval by Radiofid Management. When a new document defines Terms and Conditions and they come into force, relevant provisions of this document become ineffective. Previously sold products are subject to the warranty terms active at the time of sale.

1.2. The warranty for Products supplied by Radiofid is an integral part of a Product sale to a Buyer.

1.3. A Buyer shall visually inspect a new Product and its set within 10 calendar days of its receipt, and inform his respective Radiofid Manager immediately in case of a complaint.

1.4. All Radiofid Products have a 24-month warranty period, unless otherwise specified in a Product User Guide. The warranty period can be extended as per current promotions published on the website <http://www.radiofid.com>.

1.5. Products under Cinterion, Siemens, Ericsson and other brand names are subject to the warranty period determined by their manufacturer.

1.6. The warranty period is **one month from the moment of Product shipment from Radiofid warehouse (the date specified in the shipping documents)**. The warranty period can be changed as per the manufacturer.

1.7. These warranty service Terms and Conditions cover Products with defective components and other manufacturing defects, and do not cover cases of improper Product installation, connection, operation and upgrade, or the impact of environmental conditions and other factors beyond the control of Radiofid.



1.8. All warranty and out-of-warranty services are provided in accordance with the Russian legislation. If these Terms and Conditions do not mention certain periods or special terms, such periods and terms will be defined by the current legislation.

2. Warranty Service

2.1. Warranty Case

2.1.1. If during Product operation, it fails to function because of hidden defects and other manufacturing faults (except as specified in paragraphs 2.1.3. of these Terms and Conditions), Radiofid defines it as a warranty case, and takes steps to restore the Product's functionality in accordance with the current legislation and procedures established herein.

2.1.2. In a warranty case, Radiofid is not responsible for the privacy of a Client's information stored in media inside the Product; and is not responsible for any direct or indirect loss to the Client, and/or any kind of unearned profit, or losses incurred as a result of a Product's failure, unless otherwise agreed in writing.

2.1.3. A warranty case does not include emergency situations that arise during a Product's operation, hereinafter referred to as out-of-warranty case, if a Client is responsible for the following:

- Any mechanical defects (cracks, breaks, scratches, etc.) that have affected the Product's functionality;
- Short circuits caused by foreign objects (including insects);
- Liquids inside the Products or on its outer metallic elements;
- Product damage causing the destruction of electronic components and/or "burning" of contacts used for external devices connection: when powered up, under the impact of static electricity and/or bad ground, and when connecting to incompatible interfaces and/or interfaces with non-standard levels of operating stress;
- Any damage to electronic components caused by the supply voltage beyond the range specified in the User Guide, and resulting from the change in the input power polarity;
- A Product failure caused by independent unauthorized (or performed by a third party not certified for such work by Radiofid) opening of the Product or replacement of its components;
- A Product malfunction caused by independent unauthorized change (or a third party change) of the managing micro-controller's software (unless otherwise stated in the Product User Guide);
- A Product functionality failure associated with malicious programs (viruses);
- In case of detecting traces of mechanical and thermal damage to components on the boards.

2.1.4. Transfer of a Product for warranty service must be accompanied by a Technical Failure Form. **The Warranty service will not be provided without a Technical Failure Form.** The Technical Failure Form must be filled out legibly.

2.1.5. For all out-of-warranty cases, Radiofid must provide Clients with a Technical Failure Form — technical opinion based on the Product test — that lists reasons for non-warranty. This Form must be provided within **TEN working days** upon the Product return to the service department.



2.2. Product Warranty Void Conditions

2.2.1. The Warranty void means that Radiofid will terminate a Product's warranty.

2.2.2. The Warranty will be voided when a Radiofid expert (or a Radiofid authorized representative) determines and documents the fact of failure, which is classified as an out-of-warranty case.

2.2.3. Warranty will be voided:

- If the warranty period has expired;
- If the Product's warranty seals (stickers) were violated;
- If a filled out Technical Failure Form has not been received.

In any case of a voided warranty, non-warranty repairs may be offered for a price.

2.3. General Warranty Procedure

2.3.1. A returned Product is inspected for the absence of warranty violations (Products with expired warranty, and conditions covered in p. 2.1.3. above), and for availability of a correctly filled-out Technical Failure Form.

2.3.2. In case of warranty terms and conditions violation, a Manager responsible for a Client or a Dealer returning the Product must be informed to request payment for out-of-warranty service. Further out-of-warranty services will be performed only when the Manager has confirmed the receipt of payment. Any out-of-warranty-services are provided only when the Manager has confirmed the receipt of payment. The maximum storage time for Products awaiting the receipt of the Technical Failure Form and payment for out-of-warranty service is **6 months**. After this period, the Product will be written off, and will not be returned to the Client.

2.3.3. The product is tested within **five working days**, excluding the day of its receipt from the warehouse. If a Client returns more than **10 products**, **5 working days** will be allowed for testing of every **10 products** received from this Client. A Product is only tested for those **defects listed in the fault description** in the Technical Failure Form.

2.3.4. **The thermal instability** is tested by operating a Product for not more than **20 minutes**.

2.3.5. The decisions about the presence of a fault, possibility of repair, and warranty coverage are made based on the test results.

2.3.6. If warranty terms and conditions are met, the fault is found and deemed possible to repair; the Product fault will be fixed.

2.3.7. If the faults specified in the Technical Failure Form are not found, Products will be transferred to the warehouse for further shipment to the Buyer.

2.3.8. The term of service of any Product is **30 days** from the date of the warehouse receipt.

2.3.9. When faults have been fixed, Products are transferred to the warehouse for shipment to Clients.

2.3.10. A Client may be offered a similar **repaired or new Product**, as agreed with the Client.

2.3.11. A Client has the right to replace the equipment upon the expiration of warranty period. It is based on the date of the Product's receipt at the warehouse.



2.3.12. If it is impossible to replace a Product within **10 days** of its warranty expiration, the costs of the Product can be included to the trade balance at the current market value for the transaction date, net of depreciation.

2.3.13. Periods specified in paragraphs 2.3.8, 2.3.12 can be extended as agreed with the Buyer.

2.3.14. In case of an irreparable fault covered by the warranty, a Product or components of similar but not inferior functionality can be used for replacement.

2.3.15. The Product warranty period extends for the time spent at Radiofid for warranty service.

2.3.16. Core components of a Product replaced under warranty are subject to the warranty period of the Product itself.

2.3.17. Full Product functionality restoration is confirmed by a successful test as per specifications and Quality Assurance tests performed at Radiofid assembly facilities.

2.3.18. Terms and Conditions of additional Product services can be specified in a separate service contract.

2.3.19. A Client is responsible for the payment of Product shipment to/from the warranty place of service.

2.3.20. When serviced, the Product is sent to the Buyer together with an Act of Service.

Radiofid provides additional services not specified by these Terms and Conditions. Such additional services require a separate contract to define them ("Service Contract"); their terms and conditions, delivery time and procedure can differ from those described herein.

3. Out-of-Warranty Service

3.1. In case of out-of-warranty service, all costs including Product transportation expenses will be covered by a Client.

3.2. Radiofid will inform a Client of the expected cost and timing of service delivery. Out-of-warranty service will be performed only when the respective Manager has confirmed the receipt of payment. Please see the Appendix No. 1 for the cost of Products out-of-warranty services.

3.3. If a Client decides not to proceed with a paid out-of warranty service after having a Product tested, the Client will be responsible for the cost of testing.

3.4. If a need for additional work is identified when performing the work agreed with the Client, which will cost not more than 15% (fifteen percent) of the agreed total, Radiofid has the right to carry out such work without additional consultation with the Client.

3.5. If a Product has multiple defects caused by mechanical or electrical factors, or electrochemical corrosion from liquids, Radiofid has the right to recognize such a Product as irreparable. Such a Product will not be serviced, it can be returned per Client's request and at his shipment cost.

3.6. If a Product has non-standard modifications (except for modifications described in the manufacturer's specifications and performed with recommended components), or modifications made to its circuit or hardware, such a Product will not be serviced.

3.7. There is a 6 (six) months warranty period for work performed and parts replaced starting from the date when such service was completed.

3.8. Upon service completion, a Product is sent to a Buyer together with an Act of Service.



Price List
Servicing of Radiofid Products
(Out-of-warranty Cases)

#	Service Name	Unit	Price, RUR
1	Product Testing	one-time	300
2	Product Configuration	one-time	700
3	Product Diagnostics	one-time	1000



Radiofid Products Service Terms and Conditions

**Technical Failure Form
(Modem)**

Filled out by the Client			
Product name, model		Product serial number	
Date of purchase		Start-up date	
Dealer			
Fault description (select from the list or other)	LED does not blink when the power is on	<input type="checkbox"/>	YES
	Not registered by a GSM network	<input type="checkbox"/>	YES
	No or intermittent response to AT commands	<input type="checkbox"/>	YES
	There was a smoke from the device	<input type="checkbox"/>	YES
	Another fault (describe):		
The conditions under which the device failure occurred			
Contact information of the user returning the device			
Name			
Company			
Phone number			
Date			
I have read and agree with the device return terms and conditions	(Signature)		



Radiofid Products Service Terms and Conditions

**Technical Failure Form
(Router)**

Filled out by the client			
Product name, model		Product serial number	
Date of purchase		Start-up date	
Dealer			
Fault description (select from the list or other)	LED is not on when the power is on	<input type="checkbox"/>	YES
	Not registered by a GSM network	<input type="checkbox"/>	YES
	The web-interface does not work	<input type="checkbox"/>	YES
	There was a smoke from the device	<input type="checkbox"/>	YES
	Another fault (describe):		
The conditions under which the device failure occurred			
Contact information of the user returning the device			
Name			
Company			
Phone number			
Date			
I have read and agree with the device return terms and conditions	(Signature)		



Radiofid Products Service Terms and Conditions

**Technical Failure Form
(FindMe)**

Filled out by the client			
Product name, model		Product serial number	
Date of purchase		Start-up date	
Dealer			
Fault description (select from the list or other)	It cannot be activated		<input type="checkbox"/> YES
	It takes a long time to respond		<input type="checkbox"/> YES
	The battery loses its charge too quickly		<input type="checkbox"/> YES
	Another fault (describe):		
The conditions under which the device failure occurred			
Contact information of the user returning the device			
Name			
Company			
Phone number			
Date			
I have read and agree with the device return terms and conditions		(Signature)	