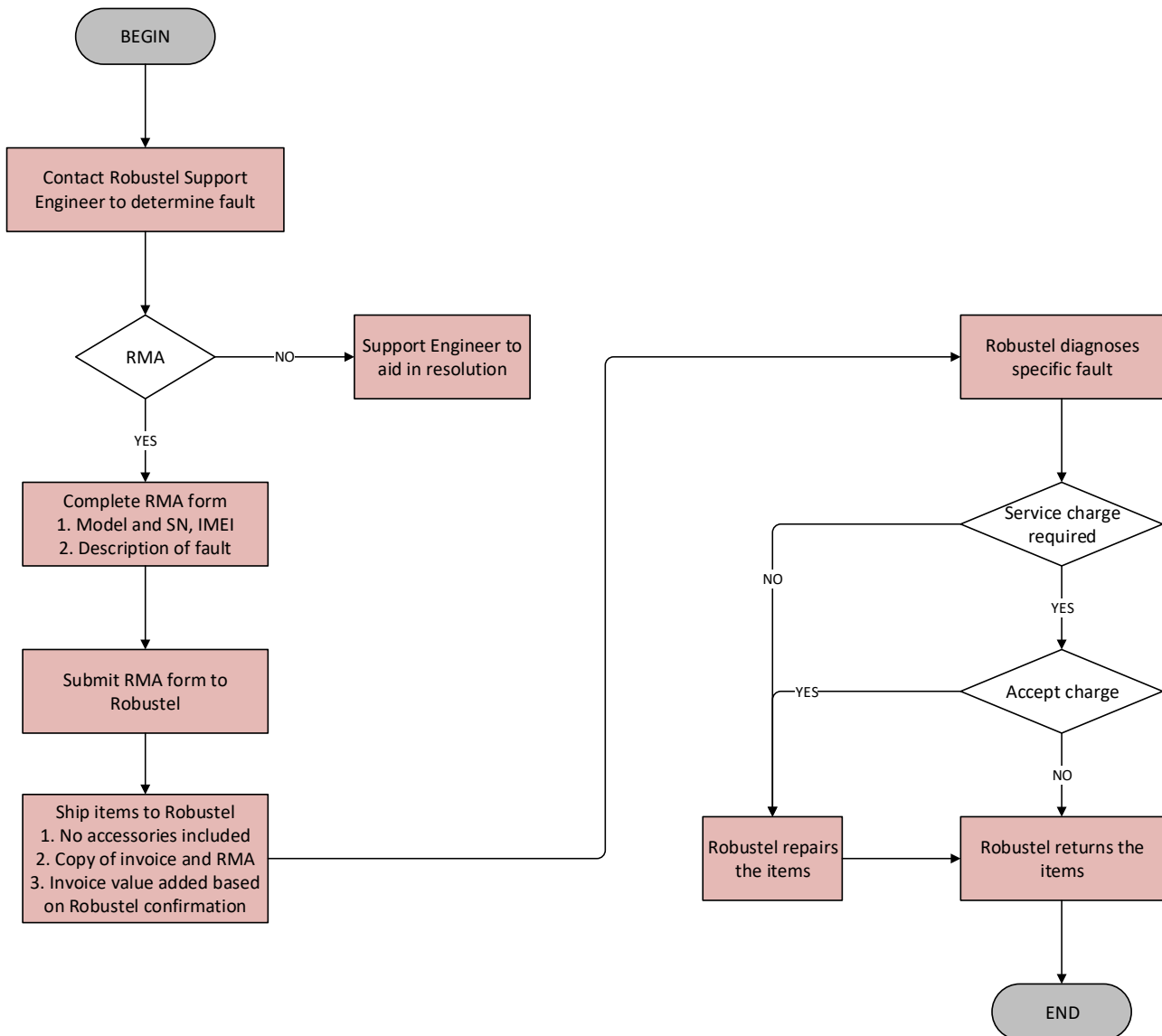


Robustel Return Merchandise Authorization (RMA) Policy

8th February 2021

RMA Process Diagram



1. Before Creating an RMA Request

- Read and accept Robustel’s product warranty and RMA policy.
- Clearly outline the fault found in your product and any steps that can be taken to replicate the issue.
- Make sure to record the serial number(s), IMEI number(s) and mac address(es) of faulty units.

2. Create an RMA Request

- Contact your Robustel support engineer or local distributor to diagnose the reported defect.
 - For hardware issues, product(s) may be returned for repair or replacement (**can only be supported when product(s) cannot be repaired or approved by Robustel for urgent case**).
 - However for issues relating to software product(s) can **only** be supported remotely.
- When requesting an RMA for multiple products, the serial numbers, IMEI numbers, model name and MAC address should be written on the RMA form, and all products need to be returned to the address

Guangzhou Robustel Ltd

below:

Company name: Guangzhou Robustel Ltd

Address: 3rd Floor, building F, Kehui Park, NO. 95 Dagan Road. Tianhe District, Guangzhou City, China, 510660.

3. Returning Product to Robustel

- Please include a copy of the completed RMA request form with your device(s) when shipping.
- You are responsible for any shipping charges incurred when returning your device to Robustel.
- Please send only the device itself and do not include any accessories such as manuals, cables, etc. If you believe the accessories may be part of the problem and wish to include them, please indicate clearly in your request. Otherwise, we will not be able to guarantee that your accessories will be returned.
- When your completed RMA form is processed and approved, we will advise you on the USD value to declare and along with a clear visible note: **"Goods with no commercial value are being returned for repair."** to be written on the shipping invoice. Without this note or the correct value declared, additional charges may be levied by customs, which you will be responsible for.
- Back up your data and settings, if necessary, before sending your product for repair.
- Inform Robustel of the shipping details and send the RMA documents with the airway bill. Robustel reserves the right to reject the RMA shipment which were shipped to Robustel without advance notice.

4. Service Agreement

- **Warranty Repairs**
 - Robustel will not charge to repair product(s) that are covered under warranty terms and within the warranty period, **but the warranty period will not be extended based on maintenance.**
 - For products that are outside of the warranty period, or have damage that is excluded from the warranty coverage Robustel reserve the right to charge for repair work.
- **Out-of-warranty Repair**
 - If repair charges are incurred, Robustel will generate a proforma invoice listing all charges and await for Customer approval before performing any repairs.
 - The Customer is responsible for the cost of shipping RMA devices to Robustel, returning devices back to the customer and any related customs or duty charges incurred.

When RMA products are received at Robustel, it may take up to four weeks to diagnose the problem, repair the product, and ship the product back to the Customer. If your RMA request is urgent please specify it in your return paperwork.

Warranty Policy

1. General Terms and Period

Robustel warrants its products against manufacturing defects in materials and workmanship starting from their **date of shipping** from Robustel's manufacturing facilities for a period of time as indicated below.

Series	Product Line	Warranty Period
Industrial Cellular Routers	R3000 Standard	3 years
	R3000 Quad	3 years
	R3000 Lite	3 years
R3000 Lora Gateway	R3000 LG	2 years
R3010 Industrial Gateway	R3010	2 years
R2000 Cellular Robustel	R2000 Standard	2 years
	R2000 Dual	2 years
	R2000 Enterprise	2 years
	R2000 Lite	1 year
R2110 Cellular Routers	R2110	2 years
Modular Edge Gateway	MEG5000	2 years
M1200 Industrial Gateway	M1200	2 years
R1520 Industrial Cellular Routers	R1520	2 years
R1510 Industrial Lite Router	R1510	2 years
	R1510 Lite	1 year
	R1511/R1511P	2 years
R1500 Industrial Gateway	R1500	2 years
M1000 Industrial Cellular Modem	M1000 MP	2 years
	M1000 USB	2 years

Guangzhou Robustel Ltd

R3000 IP67 Outdoor Router	IP67-R3000	2 years
R3000Lite IP67 Outdoor Router	IP67-R3000 Lite	2 years
R3000LG IP67 Outdoor LoRaWAN gateway	IP67-R3000 Lite	2 years
R2000 IP67 Outdoor Router	IP67-R2000	2 years
R2000 Dual IP67 Outdoor Router	IP67-R2000 Dual	2 years
R2000 Ent IP67 Outdoor Router	IP67-R2000 Ent	2 years
Accessories		6 months

Warranty period is limited and calculated from the shipping date for all new purchased product(s) or replace units, not relating with the product(s) is repaired or not.

2. Warranty Terms and Conditions

This warranty is limited to either the repair or replacement (at Robustel's sole discretion) of the defective product during its warranty period. Product warranties remain valid, provided that the product was properly installed and used.

3. Unauthorized Returns

Robustel will not accept products that are returned without a valid service request or items that are not Robustel's products. Such products will be shipped back at the Customer's own risk and expense. No refunds or exchanges will be offered.

4. Warranty Exclusions

- Product warranty sticker or serial numbers are removed or defaced.
- Products that have been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized repair, misuse, neglect, accident, alteration, improper installation or other acts which are not our fault, including damage caused in shipping
- Products damaged due to a natural disaster, including but not limited to lightning, flooding, earthquake, or fire.
- Software Products.
- Customized and original design manufacturer (ODM) products. The warranty terms for customized and ODM products should be defined in the contract that governs the project.

5. Service Terms and Charges

- Once the Customer agrees to a product inspection, Robustel will inspect the product, send a proforma invoice for the total repair cost, and will wait for the Customer's approval.
- If the Customer does not want Robustel's repair service, Robustel will either return the defective product to the Customer or scrap the product locally, based on the Customer's decision. If the product is out of warranty, the Customer will be responsible for the shipping costs
- Products within the warranty period as specified in Robustel's warranty policy and have not been excluded under any of the conditions specified in the Warranty Exclusions section, Robustel will undertake the shipping cost and repair fee. Otherwise, customers need to undertake all the cost, including the shipping cost, repair fee, Inspection fee and all the taxes and duties.