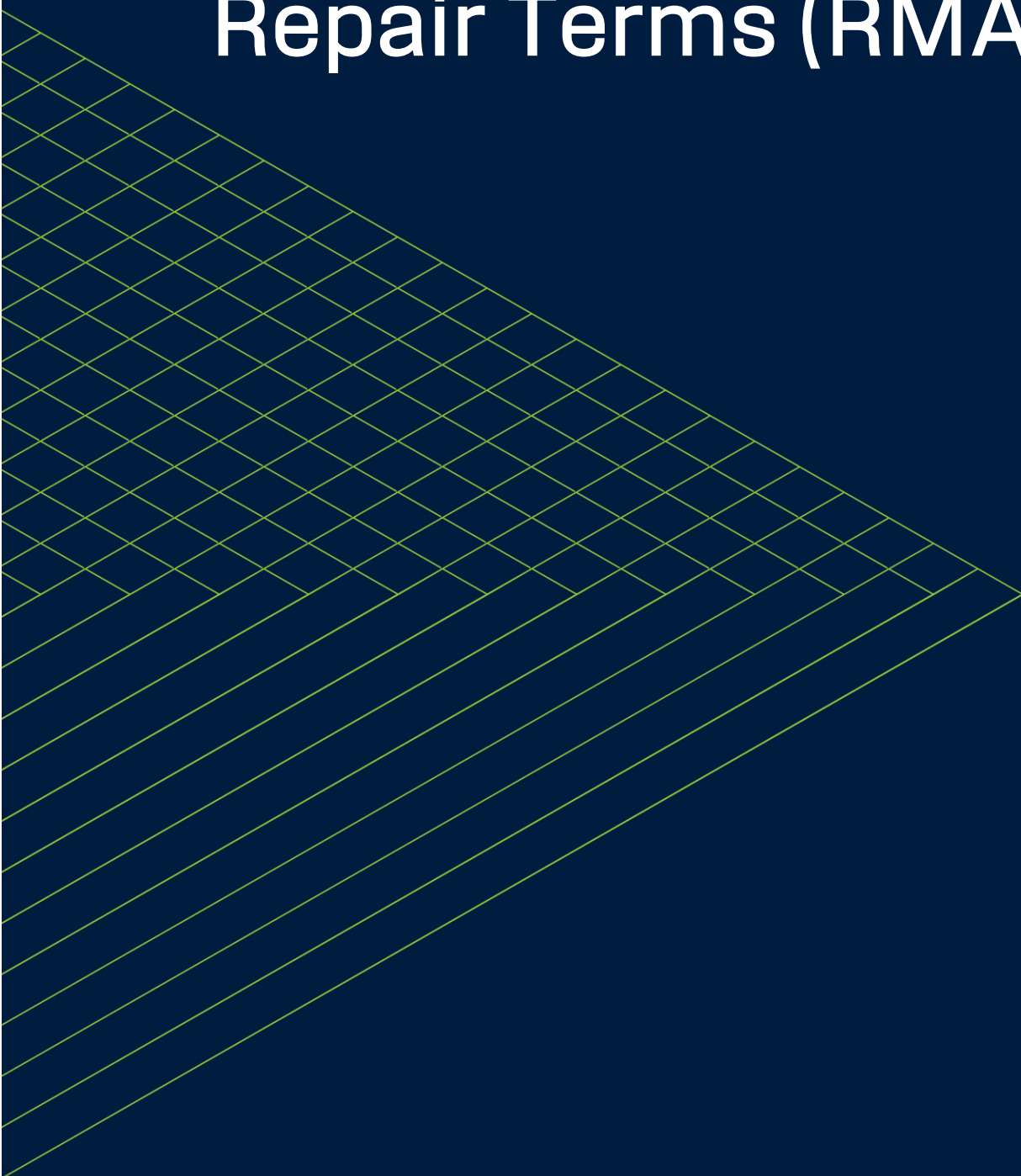




Warranty and Repair Terms (RMA)





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Syslogic - Warranty and Repair Terms (RMA)

Joint B2B version for Syslogic AG and Syslogic GmbH
For business customers only (B2B)

Version 1.0
August 2026

Syslogic AG | Switzerland
Syslogic GmbH | Germany

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General Provisions

A. Scope and Contracting Parties

1. These Warranty and Repair Terms are jointly used by Syslogic AG, Switzerland, and Syslogic GmbH, Germany, and apply exclusively to B2B transactions.
2. The customer's sole contracting party is the Syslogic entity identified as seller or service provider in the quotation, order confirmation, framework agreement or invoice. In these Terms, "Syslogic" refers exclusively to the respective contracting Syslogic entity.
3. Technical handling of a product by the other Syslogic entity, an affiliated company, a supplier or a service partner appointed by Syslogic does not change the contracting party and does not create any additional liability of the entity performing the work.
4. These Terms apply to domestic and cross-border purchase, delivery, warranty, return, analysis, repair, replacement and RMA transactions.
5. These Terms supplement the General Terms and Conditions applicable to the respective contracting Syslogic entity. In the event of a conflict, these Terms take precedence for warranty, RMA, analysis, repair, replacement and return matters, unless an individually negotiated agreement or mandatory law provides otherwise.

B. Order of Precedence, Governing Law and CISG

In the event of a conflict, the following order of precedence applies:

- individually negotiated written agreements;
- the relevant order confirmation and expressly agreed product specifications;
- these Warranty and Repair Terms within their scope;
- the General Terms and Conditions of the contracting Syslogic entity;
- the applicable non-mandatory law.

The governing law, place of jurisdiction and any arbitration agreement are determined by the underlying contract or the General Terms and Conditions of the contracting Syslogic entity. These Terms do not establish a uniform governing law for Syslogic AG and Syslogic GmbH.

The United Nations Convention on Contracts for the International Sale of Goods (CISG) applies only to the extent that its application has not been excluded in the underlying contract or in the applicable General Terms and Conditions. Mandatory law remains unaffected.

C. Incoterms and Transfer of Risk

1. Each delivery is made under an Incoterm agreed in the purchase or supply contract, including the named place or port. Unless a different edition is expressly agreed, Incoterms 2020 apply.
2. The relevant starting point for the warranty period is the delivery and transfer-of-risk point under the agreed Incoterm. Where the applicable Incoterm provides for transfer of risk upon handover to a carrier, the warranty period begins upon that documented handover. Where risk transfers at the named place of destination, the warranty period begins at the applicable delivery and transfer-of-risk point at that destination.
3. The Incoterm agreed for the original delivery does not automatically apply to subsequent RMA, repair or return shipments. Such shipments are governed by the respective RMA confirmation and these Terms.

D. Reference Currency and Billing

1. USD (US Dollar) is the reference currency for fixed amounts, cost thresholds and fees stated in these Terms.
2. All repairs, services, credit notes, replacement services, replacement units, spare parts, accessories and any other chargeable items are, however, always invoiced or credited in the currency agreed with the customer for the relevant transaction.
3. If these Terms specify an amount in USD and the currency agreed with the customer is different, the USD reference amount will be converted into the agreed customer currency using the customary market exchange rate applied by Syslogic on the date of invoice, credit note or cost approval.
4. All amounts are net amounts and exclude applicable taxes, customs duties, governmental charges and, where applicable, bank and transaction fees, unless expressly borne by Syslogic.

1 Warranty Terms

1.1 Scope of Warranty

1. Syslogic warrants that, at the relevant time of transfer of risk, the product is free from defects in materials, design and workmanship and conforms to the technical specifications expressly agreed in the contract.
2. The warranty applies only where the product is used as intended, within the specified electrical, mechanical and environmental limits, in accordance with generally accepted engineering practice and in a system environment intended or approved by Syslogic.
3. Fitness for a specific application, overall system, safety function or customer-specific integration is warranted only if Syslogic has expressly confirmed such fitness in writing. The customer remains responsible for product selection, system integration, regulatory requirements applicable to its end product, and proper installation and commissioning.

1.2 Warranty Period and Extension

1. The standard warranty period for Syslogic products is 24 months from the delivery and transfer-of-risk point applicable under the agreed Incoterm.
2. Depending on the product, its configuration, intended application, product lifecycle and availability of required components, the standard warranty may be extended for an additional charge to a maximum total period of 60 months.
3. A warranty extension can only be agreed at the time of the original order. The extended warranty period is assigned to the relevant product serial number(s) during the manufacturing process and must be documented in the quotation, order confirmation or a separate written agreement before production or delivery begins.
4. A subsequent warranty extension is not possible. This applies in particular after serial number assignment or production, after delivery, or after commencement of the standard warranty period.
5. There is no general entitlement to a warranty extension. Syslogic may restrict or exclude the availability of an extension depending on the product or application.
6. Unless an extended scope of service is expressly agreed, the same requirements, exclusions and RMA procedures apply during an extended warranty period as during the standard warranty period.
7. Repair, replacement of a product, replacement of individual parts or components, and software or firmware updates performed during the current warranty period do not restart or extend the originally agreed total warranty period.

1.3 Timely Filing of a Warranty Claim

1. A warranty claim must be submitted via the online RMA form at www.syslogic.com/rma.
2. For purposes of meeting the warranty deadline, the decisive date and time is when the fully completed RMA request is electronically received by Syslogic through the online RMA form. The request must therefore be received within the agreed warranty period of 24 months or, where validly extended, within the extended warranty period of up to 60 months.
3. If the RMA request is submitted on time, the product may arrive at Syslogic after expiry of the warranty period, provided that the return is made in accordance with the RMA confirmation and within the validity period of the RMA authorization.
4. Issuance of an RMA number or acceptance of a shipment does not constitute acknowledgement of a warranty claim. Whether a warranty claim is accepted is determined only after technical inspection or other appropriate verification.

1.4 Customer Inspection and Notification Duties

1. The customer must inspect the delivery within a reasonably short period in the ordinary course of business for apparent defects, incorrect deliveries, quantity discrepancies and externally visible transport damage.
2. Apparent defects and transport damage must be reported to Syslogic without undue delay, generally no later than five business days after receipt. Latent defects must be reported without undue delay after discovery.
3. Transport damage must also be documented and reported to the relevant carrier within the applicable deadline. Transport damage is not covered by the Syslogic warranty unless Syslogic is responsible for the damage.

1.5 Requirements for Warranty Service

Warranty service requires, in particular, that:

- the RMA request was submitted on time in accordance with Section 1.3;
- the product can be clearly identified by its serial number and matched to its original delivery configuration;
- Syslogic can inspect, reproduce or otherwise verify the reported defect;
- the customer provides the information and data required for fault analysis;
- none of the exclusions under Section 1.7 applies.

1.6 Remedies Provided by Syslogic in a Warranty Case

1. If a defect covered by the warranty is confirmed, Syslogic may, to the extent legally permissible and at its option, repair the product, replace defective components, supply a replacement product, or issue a credit note.
2. If the affected product has reached End-of-Life (EOL) or obsolescence status and repair is no longer possible or economically reasonable, Syslogic may, if available, supply a comparable form-fit compatible product as replacement. If no such product is available, Syslogic may offer a functionally equivalent replacement product or issue a credit note.
3. Replacement products and replacement components may be new or professionally refurbished and may differ from the original revision, provided that the agreed essential functions and specifications are met.
4. Any credit note is limited to the net purchase price originally invoiced for the affected product or affected portion of the product and is issued in the currency agreed with the customer.
5. Removed or replaced components generally become the property of Syslogic unless otherwise agreed in writing before the repair begins.
6. The customer is entitled to new goods, a specific product revision, a loan unit, advance replacement, on-site service or uninterrupted operation only where this has been expressly and separately agreed in writing with the customer.

1.7 Warranty Exclusions

The warranty does not cover defects or damage that are not attributable to a defect in materials, design or workmanship for which Syslogic is responsible. In particular, warranty coverage is excluded for defects or damage caused, contributed to or materially aggravated by:

- drops, severe impacts, collisions, crushing, mechanical overstress, or shock and vibration loads outside the product specification;
- transport or shipment, unless Syslogic is responsible for the transport damage;
- improper operation, handling, installation, removal, commissioning, maintenance, cleaning, storage or decommissioning;
- operation outside specified limits, including input voltage, polarity, power supply, grounding, temperature, humidity, condensation, cooling, airflow, dust, shock or vibration;
- unsuitable or unapproved power supplies, cabling, adapters, antennas, peripheral devices or interfaces;

- fire, lightning, overvoltage, electrostatic discharge, liquids, moisture, condensation, dust, sand, corrosion, chemicals, aggressive media, toxic or corrosive vapors, other substances, foreign objects or force majeure;
- opening the product outside documented service openings or contrary to Syslogic service and integration instructions;
- repairs, soldering, mechanical rework, modifications, conversions or other interventions without prior written approval by Syslogic;
- handling open devices, boards, modules or electronic components outside a professionally established ESD-protected area;
- installation of unsuitable, incompatible, insufficiently qualified or Syslogic-unapproved components, including radio modules, cellular modules, memory, SSD/NVMe or other storage devices, power supplies or expansion cards;
- incorrect installation of otherwise permissible components, including improper fastening, inadequate cooling, unsuitable thermal interface materials, damaged connectors or incorrect electrical connection;
- unapproved firmware, operating systems, drivers, bootloaders, software versions or configurations;
- irreversible customer-side hardware, security or system configurations, including programming or burning of eFuses, OTP fuses or security fuses (e.g. on NVIDIA Jetson system-on-modules), where such configurations have not been approved by Syslogic or impair fault analysis, repair, original functionality or traceability;
- malware, cyberattacks, defective third-party software, customer-side software modifications or incompatibilities with hardware or software not approved by Syslogic;
- normal wear and tear or normal aging, including batteries, rechargeable batteries, fans, connectors, relays, seals, displays, backlights or flash memory after reaching their specified service life;
- removal, alteration, damage or illegibility of serial numbers, rating plates, warranty markings or other identification features;
- customer-specified designs, circuits, carrier boards, enclosures, integrations or interfaces, to the extent the defect results from such specifications;
- use of the product for a purpose not agreed or in a safety-critical application for which it has not been expressly qualified and approved.

1.7.1 IP-Rated Products

For products with a specified IP rating, no warranty claim exists for damage caused by ingress of dust, water, liquids, moisture, chemicals or other substances where service openings, covers, cable glands, connectors, closure screws or seals were not fully and properly closed using the intended original parts and the specified torque after provisioning, maintenance or any other intervention.

A specified IP rating does not constitute a general resistance to chemicals, solvents, oils, aggressive media, toxic or corrosive vapors or other substances. Such resistance is warranted only if expressly specified for the particular product or confirmed by Syslogic in writing.

1.7.2 Component Swaps and Combining Parts from Multiple Units

If components are exchanged between serial-number-bound devices, several devices are combined into one product, or components are removed or replaced without traceable documentation such that identity, original configuration, traceability, product safety or conformity can no longer be reliably established, the warranty for the affected product is void. In such cases, Syslogic may also refuse a chargeable analysis or repair and may return the product unrepaired at the customer's expense.

1.8 Software, Firmware and Data

1. A software or firmware defect is covered by warranty only if it can be reproduced on a Syslogic-supported, unmodified version and is not caused by customer or third-party software, configurations or interfaces.
2. The customer is responsible for making a complete backup of all data before any return. Syslogic is not responsible for restoring customer data, programs, keys, certificates or configurations. Analysis, repair, replacement and updates may result in complete data loss.

1.9 Third-Party Products and Components

For complete Syslogic systems, the agreed Syslogic warranty generally also covers the components integrated at the time of delivery, unless a different product-specific arrangement has been agreed. For third-party products resold without modification, the manufacturer's terms and warranty periods stated in the quotation or order confirmation may apply.

1.10 Return of Unused COTS Products

The return of a non-defective COTS product is not a warranty case. In B2B transactions there is no general right of withdrawal, return or exchange. A return is only possible if expressly agreed contractually or approved in writing by Syslogic in advance.

1.10.1 Definition and Return Period

1. A COTS product ("Commercial off-the-shelf Product") is a generally offered Syslogic standard product in a regular standard configuration that has not been specifically developed, procured, manufactured, adapted, programmed, provisioned or labeled for the customer.
2. The return must generally be requested within 14 calendar days after delivery via the online RMA form at www.syslogic.com/rma. After issuance of the return authorization, the product must reach the return location designated by Syslogic within 30 calendar days.
3. Issuance of a return or RMA number constitutes authorization to send the product in only. Final acceptance of the return occurs only after incoming inspection by Syslogic.

1.10.2 Conditions for Acceptance of a Return

A voluntary return may be approved only if the following conditions are met, in particular:

- The product was purchased directly from Syslogic and is a regular COTS product;
- the product is unused, in particular it has not been installed, powered, commissioned, tested or provisioned;
- the product is visually and mechanically undamaged and shows no signs of use, installation, scratching, impact, contamination or other damage;
- the product remains in the complete standard configuration delivered by Syslogic; no components have been installed, removed or exchanged between devices;
- serial numbers, rating plates, product markings and seals are complete, unchanged and legible;
- all originally supplied components, cables, adapters, antennas, mounting parts, protective caps, documentation and accessories are complete;
- the original product packaging, inserts and protective materials are complete and in a condition that permits resale as new;
- ESD, moisture-protection and tamper-evident packaging remains unopened unless opening was approved in writing in advance;
- the product is free of customer data, customer-specific keys, certificates, passwords and licenses;
- a valid return or RMA number has been issued before shipment.

1.10.3 Products Excluded from Voluntary Return

The following are excluded from voluntary return in particular:

- all made-to-order products with an article code following the pattern SDB/xxx;
- customer-specific products that have been developed, modified, programmed, provisioned or labeled for the customer;
- configure-to-order, build-to-order and engineer-to-order products where the specific configuration is not offered as a regular COTS variant;
- products or components procured by Syslogic specifically for the customer or which cannot be returned to the supplier;
- software, activated licenses and license keys;

- prototypes, engineering samples, pre-series products, used products or products supplied as refurbished;
- discontinued products, clearance stock and goods expressly identified as non-returnable;
- products with opened ESD, moisture-protection or tamper-evident packaging, unless opening was approved;
- products whose return or placing back on the market is legally or regulatorily prohibited.

1.10.4 Incoming Inspection, Credit Note and Non-Refundable Costs

1. Upon receipt, Syslogic inspects in particular the product identity, completeness, visual and mechanical condition, seals, original configuration, packaging and suitability for resale as new.
2. If the return requirements are not fully met, Syslogic may reject the return or offer the customer acceptance of the return at a reduced credit amount.
3. If the return is accepted, Syslogic issues a credit note up to the net purchase price actually invoiced. The credit note is issued in the currency agreed with the customer.
4. Syslogic may charge or deduct from the credit note a return and restocking fee of 15% of the net amount to be credited, subject to a minimum equivalent of USD 100 per return transaction, in the agreed customer currency.
5. Costs for transport, shipping and packaging, as well as related expenses for import, export, customs duties, taxes, customs clearance, insurance or comparable ancillary costs, are not refunded. This also applies to corresponding costs of the original delivery.
6. The customer bears the cost and risk of returning a non-defective COTS product to Syslogic.

1.11 Liability

Claims for damages, limitations of liability, consequential damages and all other liability matters are governed by the General Terms and Conditions of the contracting Syslogic entity. These Warranty and Repair Terms do not create any additional liability. Mandatory statutory liability remains unaffected.

2 RMA and Repair Terms

This section governs the submission, return shipment, analysis, repair and return delivery of products under the Syslogic RMA process.

2.1 RMA Request and Return Authorization

1. RMA requests must be submitted exclusively via the online RMA form at www.syslogic.com/rma. Products may not be sent directly to a Syslogic location without prior RMA authorization.
2. The information marked as mandatory in the online RMA form is required. This includes, in particular, the required customer and contact information, clear identification of the affected product or serial number, and a fault description that is as precise, detailed and reproducible as possible.
3. The customer does not need to separately identify the Syslogic entity that originally supplied the product. Syslogic determines this based on the serial number and the product and delivery data available in its systems.
4. Order, delivery note or invoice numbers are required only if requested in the online form or if Syslogic requires them in the individual case for verification.
5. Generic fault descriptions such as “defective”, “does not work” or similar statements may be insufficient for technical assessment and may extend processing time. Syslogic may request additional information, logs, images, measured values, configuration data or reproduction steps.
6. After review of the request, the customer receives an RMA number and the applicable return instructions, including the return address.
7. An RMA number is generally valid for 30 calendar days from the date of issue. After expiry, a new RMA authorization is required.
8. The RMA number must be stated on the shipping documents and clearly visible on the outer transport packaging.
9. Issuance of an RMA number is solely a return authorization and does not constitute acceptance of a warranty claim, reparability, cost coverage, entitlement to a credit note or any specific processing time.

2.2 Accessories to Be Included and Product Preparation

1. As a general rule, only the affected device or assembly should be returned
2. Connection cables, power supplies, antennas, storage media, external peripherals, accessories, installed software or other components are to be included only if expressly requested by Syslogic or if required for fault analysis.
3. Any accessories sent with the product must be clearly identified and fully listed on the shipping or delivery documents.
4. Before return shipment, the customer must back up all data and, where possible, remove confidential or personal data. Passwords, locks and encryption that prevent diagnosis must be removed or provided to Syslogic in an appropriate manner.
5. Where required for analysis or repair, Syslogic may delete data, format storage media, update or reinstall firmware, bootloaders or operating systems, and reset configurations to factory settings.
6. Products that may be contaminated by hazardous, biological, chemical, radioactive or other substances must be properly cleaned and decontaminated before shipment. Syslogic may require a written decontamination declaration and may reject contaminated products.

2.3 Packaging and Transport

1. The customer is responsible for packaging the product professionally, safely and appropriately for transport.
2. Syslogic product packaging is not transport packaging. It may be used as inner packaging but must be placed inside sufficiently robust outer transport packaging for shipment.

3. The product must be adequately cushioned on all sides, secured against movement, and protected against impact, pressure, moisture and electrostatic discharge.
4. Boards, modules and other ESD-sensitive products must be shipped in suitable ESD-protective packaging. Ordinary plastic film or bubble wrap without ESD protection is not sufficient.
5. Connectors, antenna interfaces and other mechanically sensitive parts must be adequately protected. For IP-rated products, service openings, covers and closures must be properly closed.
6. Damage caused by unsuitable or inadequate packaging during the return shipment is not covered by warranty. In such cases, Syslogic may refuse warranty service or repair and return the product unrepaired at the customer's expense.

2.4 Shipping Costs and Risk of Loss

1. The customer sends products to the Syslogic location specified in the RMA confirmation at its own expense. This applies to asserted warranty claims, chargeable repairs and all other RMA transactions.
2. The customer bears the risk of loss and damage until documented receipt at the return location designated by Syslogic.
3. If the asserted warranty claim is accepted by Syslogic after inspection, Syslogic bears the cost of standard return shipment of the repaired or replacement product to the delivery address confirmed in the RMA process.
4. If no warranty claim is accepted, including No Fault Found, misuse, external damage, excluded damage or repairs outside the warranty period, the customer also bears the cost of return shipment.
5. Additional costs for express shipment, special packaging, special transport insurance or other customer-requested shipping services are borne by the customer unless expressly agreed otherwise.
6. All transport, customs, clearance, packaging and other ancillary costs chargeable to the customer are invoiced in the currency agreed with the customer.

2.5 Incoming Inspection and Technical Analysis

1. Upon receipt, Syslogic may document the packaging, external condition, serial number, configuration and accessories sent with the product.
2. Syslogic determines whether there is a reproducible defect covered by warranty, a defect that can be repaired on a chargeable basis, no identifiable or reproducible fault, or a condition that is technically or economically beyond repair.
3. The analysis may include visual inspection, electrical measurements, functional tests, stress tests, firmware updates, substitution tests and testing in a Syslogic reference configuration.
4. A standard repair report contains the essential product data, the inspection result and a brief description of the work performed. Detailed root-cause analyses, 8D reports or comparable failure-analysis reports are provided only if separately agreed.

2.6 Repair Availability and Obsolescence

1. Warranty repairs are handled in accordance with the agreed warranty period and these Terms.
2. Syslogic generally accepts requests for chargeable repairs during the active product lifecycle and, where possible, for up to five years after official product discontinuation or EOL notification.
3. Outside the warranty period, there is no entitlement to a successful repair. Repairability depends in particular on the availability of spare parts, test equipment, technical documentation and software versions, as well as product safety, traceability and economic feasibility.
4. Once a product reaches EOL or obsolescence, Syslogic may restrict or discontinue repair capability when required components, test equipment or technical prerequisites are no longer available.

2.7 Cost Approval and Quotation

1. For an accepted warranty claim, the required standard analysis and the warranty remedy selected by Syslogic are not charged.
2. By commissioning a chargeable analysis or repair, the customer authorizes Syslogic to perform analysis and repair services up to a net reference amount of USD 250 per product without a separate quotation, unless a different amount is specified in the RMA form, the RMA confirmation or a separate agreement. Actual invoicing is in the currency agreed with the customer.
3. A separate quotation is generally issued if the approved cost limit is exceeded, the anticipated repair cost exceeds 50% of the current net replacement value of a functionally equivalent product, the customer expressly requests a quotation, or additional damage is discovered during the repair.
4. If it is determined that no warranty claim exists or no fault can be reproduced, Syslogic may charge the incurred costs for analysis, handling, packaging, transport, customs and other ancillary expenses in accordance with the applicable service rates.

2.8 Customer Decision Following a Quotation

1. Quotations are generally valid for 30 calendar days from the date of issue unless a different period is stated in the quotation.
2. Within the stated period, the customer must advise whether the repair is to be performed, the product is to be returned unrepaid, or - where legally permissible - the product is to be professionally disposed of after written authorization.
3. If the customer declines the repair, Syslogic may charge the costs of analysis, preparation of the quotation, packaging and return shipment.
4. If the customer does not respond despite a reasonable reminder and additional deadline, Syslogic may return the product at the customer's cost and risk or charge reasonable storage fees.

2.9 Performance of Repairs

1. Syslogic determines the technically appropriate repair method and may, in particular, replace individual components or assemblies, use new or professionally refurbished spare parts, update firmware, bootloaders or operating systems, and reset the product to factory settings.
2. The work may be performed by the other Syslogic entity, an affiliated company, a qualified supplier or a service partner appointed by Syslogic. This does not change the original contracting party.
3. Removed parts are generally not returned to the customer unless otherwise expressly agreed in writing before the repair begins.
4. Processing and repair times are non-binding estimates unless a binding date has been expressly confirmed in writing.
5. The customer is entitled to a loan unit, advance replacement or uninterrupted operation only if this has been expressly and separately agreed in writing between Syslogic and the customer in the individual case.

2.10 Warranty Following Repair or Replacement of Parts

1. Repairs, replacement deliveries and replacement of parts or components carried out during the standard or extended warranty period do not extend the total warranty period of the product in any way. The original expiry date of the warranty period agreed for the relevant serial number remains decisive.
2. This also applies if substantial components or the entire product are repaired or replaced shortly before expiry of the warranty period. Only the remaining portion of the original warranty period applies to the repaired or replacement product.

3. If, after expiry of the standard or otherwise agreed warranty period, Syslogic replaces parts or components as part of a chargeable repair, only those parts or components actually replaced are covered by a warranty period of 12 months from the date Syslogic ships the repaired product.
4. The 12-month parts warranty does not create a new warranty for the complete product, for components that were not replaced, or for other or newly occurring faults.
5. If such a replacement part is replaced again during the 12-month parts warranty period, this does not restart or extend the original 12-month period, unless mandatory law provides otherwise.

2.11 Products Beyond Repair and EOL Cases

1. A product may be classified as beyond repair in particular if required spare parts or test equipment are unavailable, the damage cannot be reliably remedied, product safety or conformity would be impaired, traceability is missing, or repair is not economically reasonable.
2. If a product covered by warranty is beyond repair and has reached EOL or obsolescence, Syslogic may, if available, supply a comparable form-fit compatible product as replacement. If no such product is available, Syslogic may offer a functionally equivalent replacement product or issue a credit note in accordance with Section 1.6.
3. If a product outside warranty is beyond repair, it will, at the customer's option, be returned unrepaired against payment of the incurred analysis, packaging and return-shipping costs, or professionally disposed of after the customer's written authorization.

2.12 Refusal of Analysis or Repair

Syslogic may refuse analysis or repair in particular if:

- no valid RMA number exists or the product was sent to a location not authorized for the return;
- the serial number is missing, altered or illegible;
- the origin, identity or original configuration of the product cannot be verified;
- components from several devices have been combined or exchanged between devices and traceability can no longer be ensured;
- irreversible customer-side configurations prevent a safe or meaningful fault analysis or repair;
- the product contains unsuitable or unapproved components;
- safe testing is not possible due to damage, contamination or soiling;
- required spare parts, tools, test equipment or software versions are no longer available;
- a repair is technically, safety-related, regulatorily or economically unreasonable;
- a required quotation has not been approved by the customer;
- export-control, sanctions, customs or other mandatory requirements prevent the transaction.

2.13 International Returns, Customs and Export Control

1. For cross-border returns, the customer must complete all required transport, export, import and customs documents fully and accurately. The RMA number must be stated in the shipping and customs documents.
2. Where required, the documentation must include in particular the product description, serial number, quantity, country of origin, customs tariff number, a customs-compliant value and the correct reason for return, for example "return for repair".
3. A customs value of zero may be used only where permitted by applicable customs law. Additional costs or delays resulting from incorrect, incomplete or missing information provided by the customer may be charged to the customer.
4. All returns, repairs, replacement deliveries, credit notes and technical services are subject to applicable export-control, sanctions, embargo, customs and foreign-trade regulations. Syslogic may suspend or reject a transaction where performance is legally prohibited, required authorizations are missing, or necessary compliance information is not provided.

5. All chargeable services and ancillary costs are invoiced in the currency agreed with the customer in accordance with Section D.

2.14 Return Shipment of Repaired or Inspected Products

1. Repaired or inspected products are returned to the delivery address confirmed in the RMA process.
2. Syslogic may make return shipment of chargeable repairs conditional upon full payment of due analysis, repair, packaging, transport and other charges, to the extent legally permissible.
3. Following a repair, firmware versions, software versions, configurations, serial numbers of individual components or technical revisions may differ from the original delivery. After return, the customer is responsible for checking, restoring and validating its application-specific configuration.

RMA requests: www.syslogic.com/rma