



Takeback Program

Electrical and Electronic Equipment

(PR_HYP_QA019)

Table of Contents

1. PURPOSE	2
2. SCOPE.....	2
3. DEFINITIONS.....	2
4. RESPONSIBILITIES.....	2
5. DESCRIPTION.....	2
6. HISTORY OF CHANGES	3
7. ANNEX.....	4

1. PURPOSE

The purpose of this procedure is to describe the Hypertec's take-back program through the implementation of various activities and instructions. The WEEE Directive (Directive 2012/19/EU of the European Parliament and of the Council of 4 July 2012 on waste electrical and electronic equipment) aims to reduce the waste arising from electrical and electronic equipment and improve the environmental performance of all those involved in the life cycle of these equipment.

2. SCOPE

This procedure applies to all customers who have purchased the electronic and electrical products from Ciara Technologies. By implementing the takeback program, we ensure the recycling process of all the electronic and electric products purchased by the customers of Ciara Technology on international scale are well maintained. The customer will be informed of this program at the time of the contract review or through our public disclosures and website content.

3. DEFINITIONS

N/A

4. RESPONSIBILITIES

Quality and Sustainability department is responsible for creating and updating this procedure.

5. DESCRIPTION

This section contains the basic information about the take back programs of electronic and electrical products such as the contact information for the program and what products or components are eligible to include in this program.

All requests related to the recycling of electronic and electric products shall be made and followed according to the work instructions in Annex 1.

The transport of the electronic and electric products will be finalized once the request for recycling is received by Ciara. The customer will be contacted in this regard. All transactions are final and recycled electronic and electric products may not be recalled by the customer.

The customer understands and accepts that no refund will be granted by Ciara for any electronic and electrical products submitted under this program.

Transport drivers reserve the right to refuse equipment that is improperly packaged or that in any way is deemed dangerous.

Ciara does not assume any liability if a customer sends the wrong equipment for treatment and disposal. If possible, Ciara will return the product to the customer. The customer will be responsible for all shipping and administrative fees.

This service is not designed for products that are or became contaminated or are suspected of contamination with chemical products, biological agents or other substances that were not originally contained in the equipment submitted. Products affected in this manner must be decontaminated before recycling.

This program is not designed for use by the customer as an alternative to the return of non-functioning or defective products under Ciara's Return Merchandise Authorization (RMA) procedures.

More information regarding this program and the facilities in charge of maintaining and implementing this program is at <https://hypertec.com/it-asset-disposition/> and <https://ciaratech.com/contact/>.

Throughout this program below points shall be considered:

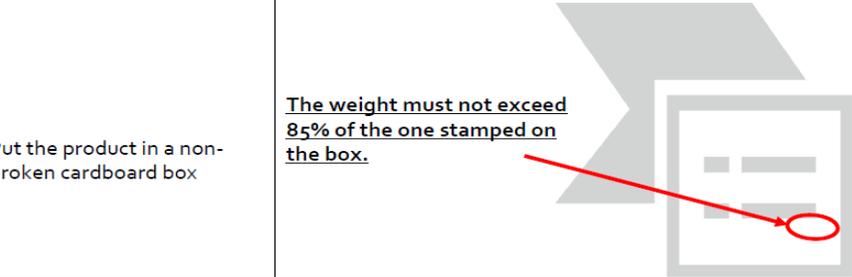
- **Program Description:** The electronic and electric products are collected for recycling all over the world.
- **Program charge:** Free of charge.
- **Eligible Electronic and electric products components:** Ciara provides free recycling for all products purchased from Ciara.
- **Eligible Purchase Volume:** No restriction
- **Shipping fees:** Customers assume all shipping costs to the designated treatment facility
- **Contact Means:** The service should get communicated by email, phone or online
- **Merchandize Pick up:** The electronic and electrical products will be picked up by Ciara and The pick-up timeframe is 10 business days after the service is ordered.

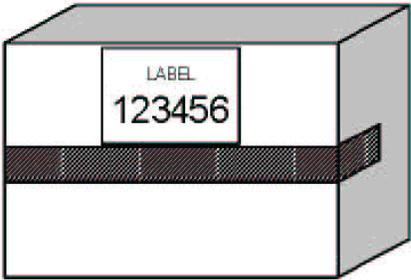
6. HISTORY OF CHANGES

REV	DATE	MODIFICATIONS	CREATED BY/MODIFIED BY	APPROVED BY
00	2019-07-17	Documentation of the program	Mohammed.K	Ridha D
01	2019-12-12	Update	Roch B	Rasy S
02	2022-06-15	Reformatting and general updates	Mohamed Z	Ali K

7. ANNEX

Annex 1

 First Step: Pack correctly and with the appropriate box!!		
	<p>Put the product in a non-broken cardboard box</p>	<p><u>The weight must not exceed 85% of the one stamped on the box.</u></p> 
	<p>In order to protect the content from movement, wrap the items separately by 2 in. of packaging material (preferably cardboard).</p>	
	<p>Seal the box adequately: use at least 2 in. adhesive tape for packaging.</p>	<p>Make sure the box is well closed. Do not use masking tape or transparent adhesive tape or linen tape, little stings, wrapping paper or gift boxes.</p>

 Second step: Identify the box properly!!		
	<p>Place the tag (fix the 4 corners uniformly) on a large surface and totally visible.</p>	
<p>NOTE : Remove or cover the old tags</p>		