

The Invisible Systems Fair Wear and Tear guidelines are applicable to all hardware purchased on a Subscription Term basis.

These conditions are applicable to all subscription Order Forms and are to be read in conjunction with the latest issued Invisible Systems Standard Terms of Business (Subscription Agreement).

For the avoidance of doubt the Invisible Systems Standard Terms of Business (Subscription Agreement) shall take precedence over any conflict in terms written herein.

1. Covered Equipment
 - 1.1. This guide applies to all Subscription Term Devices itemised on your Order Form.
 - 1.2. It applies to the Device IDs assigned to you on receipt or Deployment Schedule.
2. What counts as Fair Wear and Tear
 - 2.1. This is the natural, gradual deterioration of a Device from normal, intended, careful use over time, within the conditions set out in the product datasheet. It doesn't include damage from negligence, misuse, accidents, unauthorised modification, incorrect installation, or use outside rated conditions.
3. Acceptable and won't result in charges on return
 - 3.1. Minor surface scratches or scuffs from normal handling and deployment.
 - 3.2. Gradual discolouration or fading consistent with age and indoor exposure.
 - 3.3. Peeling, fading, or partial label loss from prolonged normal deployment.
 - 3.4. Diminished battery performance consistent with expected service life.
 - 3.5. Light surface marks from approved mounting methods (adhesive pads, cable ties, screws).
 - 3.6. Minor wear on connectors/ports from routine connection and disconnection.
 - 3.7. Diminished sensing performance in-line with component shelf life.
4. Not acceptable and would result in charges on return
 - 4.1. *Physical damage* — cracked, broken, crushed, or deformed enclosures or sensing components; impact or drop damage; broken or bent connectors, ports, or antenna fittings; damaged or severed probe/sensor cables.
 - 4.2. *Environmental damage* — moisture ingress beyond the rated IP level; corrosion from chemical exposure or off-spec deployment; heat damage or deformation from exceeding rated operating temperatures.
 - 4.3. *Battery and power damage* — incorrect battery types or power supplies; short-circuiting, crushing, puncturing, or improper battery disposal; swollen or leaking batteries from misuse or poor storage.

- 4.4. *Tampering* — unauthorised enclosure opening; internal modification or re-wiring; removal of or interference with pre-installed components without authorisation.
- 4.5. *Missing items* — lost Equipment, accessories, or mounting hardware listed on the Order Form; removed or defaced Device ID labels.
- 4.6. *Intentional damage* — graffiti, permanent marking, paint, or stickers that can't be removed without damaging the enclosure.
5. Reporting a defect, issue or contacting Invisible Systems
 - 5.1. To report suspected damage, a malfunction, or query regarding a Fair Wear and Tear assessment, you can raise a support ticket via the Invisible Systems website.
 - 5.2. Formal notice requirements are set out the Standard Terms of Business.
6. Returning a Device
 - 6.1. Whether returning a Device for a suspected fault or at the end of your subscription please ensure you:
 - 6.1.1. Obtain an RMA number via our support team.
 - 6.1.2. Complete the Returns Form provided by the support team, ensuring your RMA, customer details and reason for return are clearly marked, and Device IDs listed.
 - 6.1.3. Use the shipping details in the Returns Form.
 - 6.1.4. Appropriately pack Devices to prevent accidental damage.
 - 6.2. Where a Device is returned with damage or a defect falling outside Fair Wear and Tear, Invisible Systems will charge up to the Total Contract Value price for the relevant Device type as stated in the Order Form.

Definitions Schedule

Device IDs: the unique identifiers assigned to each Device

Fair Wear and Tear: these Fair Wear and Tear guidelines

Product Datasheet: the technical specification document issued by Invisible Systems for the relevant Device

Returns Form: the document to be completed by you, to allow for the processing of a returned Device.

RMA: Return Merchandise Authorisation, the reference number issued by the Invisible Systems support team to authorise and track a Device return.

All other terms not defined in this guide have the meaning given to them in the Standard Terms of Business (Subscription).