

Alta Data Technologies LLC (ADT) Limited Warranty

11 November 2021

ADT's limited warranty for hardware items is 5 years. ADT's limited warranty is 90 days for cable assemblies and connectors to the cable assembly. The warranty time starts from day of shipment from Alta's factory. The warranty only covers the costs of parts and service labor for ADT manufactured products. Please see ADT Terms and Condition of Sale and Software License & Warranty for other details of ADT business policies (www.altadt.com). ADT offers extended warranties for products on a case by case basis.

Repair Policies and Procedures

- Prior to any return of a product for repair, the customer (or customer's agent) must obtain company approval through the issuance of a Return Material Authorization (RMA) number. Please contact ADT (via the ADT web site, email, phone or fax) to obtain an RMA number and ADT will provide shipping instructions for the return.
 - Items returned without an RMA number will not be processed and ADT is not responsible for repair services on non-authorized items.
- Upon receipt, ADT will inspect the product for damages and unreasonable wear and tear. Unreasonable damage or wear and tear voids the ADT warranty and the customer shall be responsible for all repair or replacement costs.
 - This clause will be especially enforced for products used in rugged, extended temperature applications, and for special order products.
- The customer is responsible for properly packaging products in ESD and shock controlled containers. Products returned in an improper manner shall have their warranty voided. ADT recommends packaging and labeling per ANSI/EIA-541 and ANSI/EIA-471.
- ADT does not guarantee a repair turn-around time, but will try to expedite all repair returns as quickly as possible.
 - ADT's standard goal is a 2-4 week repair time (not including shipment times). Special orders or conformally coated products may require additional time.
- ADT reserves the right to replace a returned (or disabled) product with a new or refurbished product. ADT will consult with the customer prior to any substitution. Replaced products will maintain the same warranty period as the original shipped product.

Repair Charges for Non Warranty Products

- Non warranty repairs or replacements have a 90 day extended warranty and are covered by other conditions of this standard limited warranty.
- Prior to shipment to ADT, non-warranty products require a Purchase Order or Credit Card authorization of \$500 (the minimum repair fee) per product unit for receiving, inspection and evaluation of the product, and an RMA number. Products will not be processed unless they have an RMA number and the \$500 fee authorized in advance.
 - ADT will inspect and troubleshoot the non-warranty repair and advise the customer if there will be additional charges above the \$500 evaluation fee. If there is additional costs, the customer would need to re-authorize the higher amount prior to repair actions. ADT will often ask the customer to authorize a "not to exceed estimated price," but would only charge the customer for actual costs.
 - Repair charges will consist of all burdened labor, parts, transportation fees and any other fees associated with repairing the item. The labor rate for ADT repairs is \$250 per hour. The initial \$500 repair fee for out of warranty items will be deducted from the final charges. The minimum fee for repairs is \$500.

Shipment, Freight, Duty, Taxes or Transportation Fees

- For warranty repairs, the customer is responsible for freight to the ADT designated repair facility. ADT will pay for return freight via standard ground methods or international freight, whichever is less expensive.
 - Expedited shipment, duty, taxes, and all other transportation and service fees are the customer's (or customer's agent, such as freight forwarders) responsibility.
- For non-warranty repairs, the customer is responsible for all transportation fees to and from the ADT designated facility.

LIMITED WARRANTY CONDITIONS

- ADT reserves the right to designate a third party for repair services. ADT will provide shipping instructions to the customer when the RMA number is issued for return of the product.
- ADT does not warranty third party equipment or parts not directly utilized in the manufacturing and assembly on an ADT product, including computers or system parts (cables/connectors) integrated with an ADT product.
- **ADT reserves the right to modify or cancel a warranty period or repair cost, or service practice at any time without notice for any reason.** The customer accepts that this may affect previously purchased products.
 - Payment for, and usage of, ADT products infer acceptance of this Limited Warranty and ADT's most current Terms and Conditions of Sale (TCS). The customer agrees that ADT's TCS take precedent over their (non-government) conditions of purchase.
- ADT products can be reused, resold and the warranties are fully transferrable, but ADT shall void the warranty of a product that has been sold or used improperly for its' intended purpose, banned geographical location, or unapproved end-user or end-use application.
- **The ADT warranty is automatically voided if the product is used in violation of United States (US) Export control or ITAR laws and regulations. The customer is responsible for all necessary US (or local) government filings for ITAR controlled applications and management of ITAR information and data.** Do NOT send any ADT employee, contractor or sales representative ITAR/CUI information, data or products without advance written approval from ADT CEO/President (and never use EMAIL for ITAR/CUI information or data exchanges).
- Any conditions of this warranty may not be altered without the advanced, written consent of an ADT member or CEO/President.