

# Limited Warranty

**IMPORTANT: READ CAREFULLY. BY USING A REAL-TIME ROBOTICS PRODUCT, YOU AGREE TO BE BOUND BY THE TERMS OF THIS LIMITED WARRANTY. IF YOU DO NOT AGREE TO ANY OF THE TERMS, DO NOT USE THE PRODUCT.**

## Part I: Limited Warranty

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### Coverage

These Warranty Policies ("Policies") apply only to Products purchased by end users directly from Real-time Robotics or from an authorized reseller of Real-time Robotics. These Policies do not apply to Real-time Robotics distributors or resellers.

Real-time Robotics warrants that each Product purchased will be free from material defects in materials and workmanship under normal use in accordance with Real-time Robotics published product materials during the warranty period. Real-time Robotics published product materials include, without limitation, user manuals, safety guidelines, specifications, in-app notifications, and service communications.

Upon the expiration of the time periods set forth below, all liabilities of Real-time Robotics will terminate. In no event shall Real-time Robotics be liable for consequential damages. Real-time Robotics may use refurbished parts for repairs or replacements. Certain Products may be subject to a separate software license agreement.

### Standard Limited Warranty

The Standard Limited Warranty is granted to the original purchaser for a period of one (1) year from the date of receipt of the Product by the Buyer. Coverage includes parts, labor, and shipping costs from Real-time Robotics back to the Buyer following warranty service. Shipping costs from the Buyer to Real-time Robotics for warranty service shall be paid by the Buyer.

The Standard Limited Warranty does not apply to Products that have been modified or altered in any way from their original shipping configuration. The Standard Limited Warranty does not apply to third-party items or batteries (see Standard Limited Warranty Exceptions below).

The Standard Limited Warranty covers parts and labor for Product that has been returned to an Authorized Service Center designated by Real-time Robotics. All warranty returns shall be done in accordance with the Real-time Robotics Return Authorization ("RA") policy.

Any repaired or replaced Product shall be warranted as set forth in this section for a period the greater of (i) the balance of the applicable warranty period relating to such Product, or (ii) ninety (90) days after it is received by the Buyer. Only the components that were repaired or replaced will be eligible for the 90-day period as set forth above.

The Standard Limited Warranty effective date is the date of receipt of the Product by the Buyer.

## **Refurbished Product Standard Warranty**

All Real-time Robotics Products sold as refurbished are warranted for a period of ninety (90) days from the date of receipt by the Buyer.

## **Additional Warranty**

Certain Real-time Robotics Products may contain an additional warranty beyond the Standard Limited Warranty. Such a warranty only applies if the warranty is expressly stated on the Product invoice. The additional warranty covers parts and labor for the period specifically stated on the Product invoice. Additional warranty options may be available; please contact Real-time Robotics for details.

## **Software and Firmware Warranty**

Real-time Robotics provides software and firmware updates during the warranty period of the associated Product. Real-time Robotics does not warrant that software or firmware will operate uninterrupted or be free of errors. Major software versions and value-added applications may be subject to separate license agreements.

## **Standard Limited Warranty Exceptions**

### **Battery Warranty**

Real-time Robotics warrants that Real-time Robotics branded batteries purchased with or included in the Product will be free from defects in materials and workmanship for a period of one (1) year from the date of receipt by the Buyer. Due to the nature and use of batteries, maintenance is required throughout the life of the Product, regardless of use.

The Battery Warranty is void if the battery is operated outside the specifications published in the applicable User Manual, including without limitation operating temperature range, voltage limits, charge and discharge rates, and maximum cycle count. Misuse, abuse, incorrect charging, exposure to weather conditions, mechanical damage, modification, mismatched chargers, and failure to comply with battery warnings and guidelines in the User Manual are not covered under this warranty and may result in partial or no warranty coverage.

### **Third-Party Products**

Real-time Robotics may distribute products branded by other companies. These products carry the warranty offered by the original manufacturer. The warranty period for third-party products is the warranty period of the applicable manufacturer.

If the Buyer experiences problems with a third-party product within the first thirty (30) days of purchase from Real-time Robotics or an authorized reseller, Real-time Robotics will handle support and warranty claims on behalf of the Buyer. If the issue occurs after the initial 30 days, Real-time Robotics may provide basic troubleshooting assistance, but the Buyer must contact the original manufacturer for warranty or non-warranty claims.

## Part II: Warranty Limitations

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This Limited Warranty does not cover:

1. Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use and operation of the Product in accordance with Real-time Robotics specifications and the User Manual, including without limitation: theft, loss, exposure to weather conditions, operator negligence, misuse, abuse, improper electrical or power supply, or operation outside published specifications.
2. Alterations, modifications, or repairs performed by the Buyer or by unauthorized third parties.
3. Accident, crash, disaster, droppage, improper handling or storage, modification, opening of sealed components, use of third-party accessories, acts of nature, or any other peril originating from outside the Product.
4. Damage caused by operating the Product in adverse weather conditions (such as strong wind, rain, sand, dust, or lightning), in environments with electromagnetic or wireless interference, at a weight greater than the safe takeoff weight specified in the User Manual, or with aged or damaged components.
5. Transportation damage, lack of or improper maintenance, defective batteries, battery leakage, or operation with a low or defective battery.
6. Cosmetic damage, paint, decals, or other non-operating parts.
7. Damage caused by an unauthorized service provider, by mismatched or unapproved chargers, or by use of non-authenticated third-party parts.
8. Loss of, or damage to, data saved in or on the Product.
9. Loss or damage caused by any software originating from third parties not authorized by Real-time Robotics.
10. Any technical or other support, such as assistance with how-to questions or product setup and installation.
11. Products or parts with an altered identification label, altered serial number, or from which the identification label has been removed.

Removal or modification of sealed components, including without limitation motors or electronics, is prohibited and voids any and all warranties unless otherwise approved in writing by Real-time Robotics. Any parts replaced by Real-time Robotics during warranty repair are the property of Real-time Robotics and will not be returned to the Buyer. Real-time Robotics may use refurbished parts for repairs or replacements.

Real-time Robotics Products are compatible with Real-time Robotics software, parts, and products only. Use of any software, parts, or products other than those approved by Real-time Robotics, which plug into or directly affect the function or performance of Real-time Robotics Products, voids any and all warranties.

## Part III: Limitation of Liability

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EXCEPT AS SPECIFICALLY SET FORTH ABOVE, REAL-TIME ROBOTICS AND ITS LICENSORS MAKE NO WARRANTIES, CONDITIONS, REPRESENTATIONS, OR TERMS, EXPRESS OR IMPLIED, WHETHER BY STATUTE, COMMON LAW, CUSTOM, USAGE, OR OTHERWISE, AS TO THE PRODUCT OR ANY COMPONENT THEREOF, INCLUDING WITHOUT LIMITATION NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, INTEGRATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR ANY PARTICULAR PURPOSE. REAL-TIME ROBOTICS AND ITS LICENSORS DO NOT WARRANT THE PERFORMANCE OR RESULT OF THE PRODUCT.

THE SOLE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE THE REPAIR OR REPLACEMENT OF DEFECTIVE PARTS AS STATED ABOVE. THIS WARRANTY IS THE SOLE WARRANTY GIVEN BY REAL-TIME ROBOTICS AND IS IN LIEU OF ANY OTHER WARRANTIES, EITHER EXPRESS OR IMPLIED.

THIS WARRANTY EXTENDS ONLY TO THE ORIGINAL BUYER WHEN THE PRODUCT IS PURCHASED UNALTERED FROM ITS ORIGINAL SHIPPING CONFIGURATION AND IS NOT TRANSFERABLE.

REAL-TIME ROBOTICS WILL NOT BE LIABLE FOR ANY PROPERTY DAMAGE, LOST TIME, OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT, OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE.

## Part IV: How to Obtain Warranty Service

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If a Product does not function as warranted during the warranty period, the Buyer may obtain warranty service by contacting Real-time Robotics through the channels published on the Real-time Robotics website. Charges may apply for services not covered by this Limited Warranty. Before obtaining warranty service, the Buyer must:

1. Contact Real-time Robotics Customer Support to obtain a Return Material Authorization ("RMA").
2. Provide a legal proof of purchase, receipt, or invoice.
3. Back up all data contained on the Product or its storage media.
4. Remove all personal, confidential, or proprietary data from the Product, or modify such information to prevent access by another party. Real-time Robotics shall not be responsible for the loss or disclosure of any data on a Product returned for service.
5. Provide Real-time Robotics with sufficient and safe access to the Product so that warranty service may be performed.

Real-time Robotics will attempt to diagnose and resolve the issue by telephone, email, or online chat, and may direct the Buyer to install software or firmware updates. If the issue cannot be resolved remotely, Real-time Robotics will issue an RMA authorizing the Buyer to ship the Product to a designated Authorized Service Center.

Shipping costs from the Buyer to the Authorized Service Center for warranty service shall be paid by the Buyer. If Real-time Robotics determines that the underlying issue is covered under this Limited Warranty, Real-time Robotics will perform the repair at no cost to the Buyer and will return the repaired Product to the Buyer at the expense of Real-time Robotics.

To safeguard legal rights, the Buyer should inspect the Product upon receipt. Any defect must be reported to Real-time Robotics within seven (7) calendar days of receipt; otherwise, the Product shall be deemed received intact and fully functional.

## **Part V: Non-Warranty Repair**

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Products that no longer qualify for warranty repair may be sent to an Authorized Service Center subject to an evaluation fee. Real-time Robotics will provide a quotation for the repair of the Product. The Buyer is responsible for all costs associated with such repair, including troubleshooting, diagnosis, repair, test, calibration, storage, and shipping costs. The evaluation fee will be applied toward the cost of repair if the cost of repair is greater than the evaluation fee.

Any repaired component or replaced part shall be warranted for ninety (90) days after it is received by the Buyer. Only the components that were repaired or replaced will be eligible for the 90-day period. Any damaged parts replaced by Real-time Robotics during non-warranty repair will not be returned to the Buyer unless specifically requested. Real-time Robotics may use refurbished parts for non-warranty repair. Options for repair of discontinued or out-of-warranty Products are subject to parts availability.

## **Part VI: General**

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### **Regional Service**

Real-time Robotics does not provide global warranty. Warranty service is available only in the region where the Product was purchased. Cross-region service may be available subject to the consent of Real-time Robotics, in which case the Buyer shall bear customs duties, taxes, customs clearance, and other costs incurred.

### **Third-Party Warranties**

Real-time Robotics does not honor warranty agreements extended by third-party warranty providers. Only warranty agreements granted by Real-time Robotics will be honored by Real-time Robotics.

### **Statutory Rights**

This Limited Warranty provides specific legal rights. The Buyer may have other rights under the applicable laws of the relevant state or jurisdiction. Nothing in this Limited Warranty affects statutory rights, including the rights of consumers under laws or regulations governing the sale of consumer products that cannot be waived or limited by agreement. Warranty periods may vary according to local laws and regulations.

### **Updates**

Real-time Robotics reserves the right, in its sole discretion, to update, change, or replace any part of this Limited Warranty by posting updates to its website. The most current version of this Limited Warranty is available at the Real-time Robotics website. It is the Buyer's responsibility to review the website periodically for changes.