

Icomera RMA Terms and Conditions

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1 RMA Service

1.1 Regulations

- The RMA service is available for all hardware purchased from Icomera AB, Icomera UK Ltd., Icomera US Inc. or Icomera France SAS. In the event that the warranty is not valid, the RMA service may be performed with a service fee.
- Before sending in any equipment the RMA should be pre-approved by Icomera and an RMA no. shall be provided by Icomera.
- To be granted the RMA service, all documentation must be completed by the client according to the Icomera RMA process.
- The client will receive one RMA no. per unit.
- The RMA is only applicable for products that are not deemed End of Support.
- All written communication and documentation must be in English.

2 Warranty

- Icomera products have a standard warranty period of
 - 24 months for units purchased from 2019.
 - 12 months for units purchased before 2019.
- The warranty is valid from the date of shipment or according to the clients contract with Icomera. Clients have the option to buy extended warranty for their hardware products. In these instances, the warranty is valid as stated within the extended warranty contract.
- If the unit is damaged by the client, the warranty is not valid.
- Force Majeure Clause*

*If and to the extent that either Party's performance of its obligations under this Agreement is impeded or made unreasonably onerous by circumstances beyond its reasonable control that it could not reasonably have been expected to have taken into account at the time the Agreement was entered into or to have avoided or overcome the effects of, including, but not limited to, general labour disputes, war, fire, lightning, flood, acts of terrorism, amendments to regulations issued by governmental authorities, intervention by governmental authorities and defects or delays in deliveries by sub-contractors caused by any such circumstance as referred to in this Clause such Party shall be released from liability in damages and any other penalties for delay in performing or failure to perform such obligations. A Party performing under this Agreement is then entitled to refrain from performing its obligations in such a country. The Party wishing to claim relief by reason of any circumstance as referred to in this Clause shall without undue delay notify the other Party in writing. If performance is materially prevented for more than 3 months as a result of any of the circumstances as referred to in this Clause, the Party not affected by force majeure shall be entitled to immediately terminate the Agreement by notice in writing.

- Icomera reserves the right not to approve the warranty.

3 Replacement Units

- Units will either be repaired if possible or replaced with a new or refurbished unit of the same specification. In the event that Icomera no longer can offer the same unit, a similar one will be issued at no extra cost to the client.
- Unit will always be returned with the latest IMP if nothing else is stated.

4 Service Fees

4.1 Standard price list

- In the event that the RMA is requested on units that have no valid warranty, standard fees will be applied.
- Quotation will be sent out during the RMA process. If no written objection, the quotation is assumed to be accepted.
- The standard price list can be adjusted without any prior notice.
- To get a quotation for equipment, please contact your Icomera sales person or sales@icomera.com.

5 Administration Fee

- An administration fee is issued when documentation is missing, information in the RMA form or ticket is incorrect/missing or if the client in other ways deviates from the Icomera RMA process.

6 Freight

- If the product is within warranty, according to the RMA agreement, Icomera will return the hardware without any freight charges.
- If the product is not considered to be under warranty Icomera will charge the client freight cost in addition to the RMA charges.

7 Troubleshoot

- If the unit works upon arrival and does not need to be repaired a troubleshooting fee will be charged.

8 Shipping

8.1 Shipping address

- All Icomera hardware sent for RMA must be shipped to the local Icomera entity from where the unit were purchased. Please ensure all items shipped to the Icomera office are accompanied with fully completed documentation including the RMA number.

8.2 Shipping regulations

- The RMA number is valid for 60 days, the equipment must be shipped to Icomera within this time.
- All parts delivered with the original product must be returned with the unit, including modems. This does not include third part products, such as antennas, cables, switches etc. except if the third part products have been delivered as a complete assembly.
- Equipment must be packed in a proper way so the good will arrive at Icomera in good condition. The client is responsible for the shipment, according to Incoterm DAP. Has the goods suffered any damage during shipment due to poor packing the warranty is not valid.

IMPORTANT!

If there are any objections against something mentioned above, please inform your Icomera contact person.

Revision History

Date	Version	Comment
2019-04-24	A	Created – Release of first version
2019-11-04	B	Updated with new template, new structure and clarifications
2020-02-20	C	Document formatting amended by Marketing
2022-01-20	D	Document formatting amended by Marketing