

X-SENSE RMA POLICY

Document Purpose and Scope: This document addresses return policies globally applicable to the products that are purchased by authorized distributors of X-Sense and direct purchasers and that are returned to X-Sense for repair or return.

Amending This Policy: X-Sense may choose to amend the Policy, in part or its entirety, at any time, without notice.

X-Sense's Responsibility: X-Sense's sole responsibility under the X-Sense warranty is limited to repairing or replacing the defective products returned by authorized distributors and direct purchasers. For details on the product warranty provided by X-Sense for the respective products, please refer to the following table:

PRODUCT CATEGORY	REPAIR WARRANTY PERIOD (PARTS AND LABOR)
Smoke Detectors	60 months
Carbon Monoxide Detectors	60 months
Combination Detectors	60 months
Remote Controllers	60 months
PIR Detectors	36 months
Smart Home Gateways	36 months

General Return Requirements and Instructions:

RMA Inquiry: Prior to returning product(s), please reach out to your direct point of purchase for return options. **X-Sense only accepts returns from direct purchasers and/or authorized distributors.** Direct purchasers or distributors must obtain an authorized RMA number from the X-Sense RMA Team via email rma@x-sense.com.

To apply for an authorized RMA number, direct purchasers or distributors can download the RMA form from the X-Sense website (<https://rma.x-sense.com>) or requested via email at rma@x-sense.com. Once the form is completely filled out and required documents are available, i.e., Proof of Purchase and Replacement Proof, please submit the form and documents to rma@x-sense.com for processing. **Note that the RMA number approved must be clearly written in black or blue ink in large type on the outside of all returned packages.** X-Sense will refuse the package(s) without an RMA number and return the product to the customer with freight due. *Customers are NOT required to obtain a Technical Support Case Log or Number to submit a return request via the distribution channel.

Expiration: An RMA number is valid for ninety (90) calendar days after its issuance by X-Sense. The distributor must return the product described in the RMA, or else a new RMA number will be required. If X-Sense does not receive the product(s) within the allowed time frame, the RMA will be closed and returns may be refused, potentially delaying the process.

Return for Credit Policy:

X-Sense has a 90-day return for credit policy for defective items. Warranty begins from the date the distributor ships the product to dealers/end-users. The dealer or end-user is required to send the defective product(s) back to the distributor for return processing. Distributors must submit a return authorization request with X-Sense via the RMA form. Returns outside the 90-day time period are not eligible for credit. Product(s) that have been painted, tampered with, labels removed, or any other modifications will void the credit warranty. These product(s) may be repaired but fees may apply.

“Special Order” Purchases: Customized products or items we do not regularly stock cannot be returned for refund/credit or exchange. A Repair RMA will be processed for defective special order items; upon further evaluation and product is confirmed irreparable, a replacement will be processed.

Software Returns: X-Sense has a 30-day return policy for software license orders.

Advance Replacement:

X-Sense has a one (1) year warranty policy for replacement/returns. Dealers/end-users must send the defective product(s) back to the distributors. Distributors may then offer an over-the-counter exchange option if the product is available at the branch. If the product is out of stock, the distributor will have to place a new purchase order with X-Sense. **Once the exchange/replacement is completed, the distributor must submit the return authorization request with X-Sense via the RMA form within 30 days, otherwise the request will not be processed.**

In the unlikely case of product failure within the first year of ownership, X-Sense will make the best effort to ship replacement product(s), via distribution, of equivalent performance and specifications. An RMA for Credit request is mandatory for the return of the defective product(s). Please follow normal RMA instructions when requiring an advance replacement.

Bundle (Kit) Packages: Over-the-counter exchange is an option via distribution for defective component-kit smart home products or detectors. Please contact your point of purchase for RMA options.

Lost Package(s) in Transit Credit Request: X-Sense must be notified in 30 days from expected delivery date of Purchase Orders not received/shipment delay possibly due to Lost in Transit. It will be investigated by both our warehouse and the carrier. The party that covered the freight charges will be responsible for filing the claim with the carrier for credit purposes. X-Sense credit is not guaranteed until the claim is determined. On that note, X-Sense will make the final conclusion according to the case and eligibility for credit.

Repair: The distributor must fill out and submit the RMA form with all the required information to assist the repair department with diagnosing and repairing the item. Warranty goods are repaired without contacting the customer. Only an "Estimation of Charges" is sent to customers for the repair of Non-Warranty goods, which they must review and sign if acceptable. Non-warranty items require written authorization from the customer. If an item is deemed "irreparable", the customer is contacted and has the option of (1) having the product returned, (2) having the product scrapped, or (3) purchasing a new unit as replacement. Non-X-Sense product(s) received from an approved X-Sense Repair RMA, including parts from the third party not sold by X-Sense, will not be repaired nor replaced. The product(s) will be shipped back as is to the sender.

Packaging Requirements: All returned products must be packaged to afford individual mechanical protection so damage does not occur while the product is in transit to X-Sense. In addition, the packaging must provide proper electrostatic discharge (ESD) protection. All packaging should be comparable to the packaging in which X-Sense originally shipped the product. For multiple packages, each package must be labeled with the approved RMA number and properly sealed, and a copy of the RMA form must be enclosed with the shipment. The distributor or customer must enclose a packing list identifying the contents in each shipping carton. X-Sense is not responsible for packages or items received damaged in transit, credit will be voided for Credit

RMAs and repair fees will apply for Repair RMAs.

Freight Charges: The distributor will pay inbound freight of the returned product and X-Sense will pay the ground outbound freight of the repaired product to the customer.