

Terms and Conditions for Warranty and Returns - Teletec Connect A/S (Applicable from 2024-01-01)

1. General

- 1.1 These Warranty and Return Conditions form an integral part of Teletec's General Terms and Conditions, which can be found on Teletec's website, www.teletec.se, and shall apply to all sales from Teletec to Customer.
- 1.2 The definitions given in Teletec's general terms and conditions shall, unless explicitly stated otherwise, have the same meaning in these Warranty and Return Conditions.

2. Important regarding returns for any reason

- 2.1 Before a Product can be sent/returned to Teletec, the Customer must apply for an RMA number. This applies to any form of return, e.g. for credit, repair, warranty replacement, return and due to errors in delivery. The application for an RMA number is made by the Customer registering a return application via www.teletec.se.
- 2.2 When applying for an RMA number, the Customer shall always state Teletec's order number or invoice number containing the date of purchase. If the Product is ordered via one of Teletec's wholesale partners, a copy of the purchase invoice shall be attached to the RMA application. On the RMA application, the Customer must also state the reason for the return and, in the case of a warranty error, a clear description of the error must be attached. The RMA number must be clearly noted on the outside of the package and on the RMA form that is packed together with the Product in the shipment.
- 2.3 Teletec will only accept returned Products if the return shipment is marked with a valid RMA number. If the RMA number is missing, the shipment will be returned to the Customer without action. Returns that do not comply with the requested RMA number will be returned to the Customer without action. For incorrectly returned shipments under this paragraph, the Customer will be charged for shipping costs and a handling fee of SEK 250.
- 2.4 Products returned by the Customer to Teletec shall be packaged in a way that ensures that the Product is not damaged. Furthermore, the conditions in section 7.2 below. The Customer bears the risk for the Product in connection with delivery and the shipping costs in connection with return to Teletec.
- 2.5 Teletec does not take responsibility for any shipments not delivered directly to Teletec's-central warehouse. Address of Teletec's central warehouse: Teletec Connect AB, Avd: Returns Management, Ostmästargränd 8, 120 40 Årsta.

3. Misdelivered product

- 3.1 If Teletec has sent the wrong Product in a delivery, it can be returned free of charge provided that an RMA request is made within fourteen (14) days from the date of delivery and invoice. Teletec will then send a new Product and attach a waybill for free return of the wrongly delivered Product.

4. Unused product

- 4.1 Teletec will credit unused Products that have a valid RMA number and are returned within fourteen (14) days of the invoice date. Made-to-order items or stock rotation items have no right of return. For returns made after fourteen (14) days, a return deduction of 30% of the Price and a handling fee of SEK 250 will be charged to the Customer.
- 4.2 The Customer's right to return Products and provide an RMA number expires fifty (50) days after the invoice date. Returned Products must be unused and in unbroken, complete and clean original packaging. If the returned Product does not meet these conditions, it will be returned and the shipping cost and a handling fee of SEK 250 will be charged to the Customer.

5. Defective product

- 5.1 In connection with the RMA registration, the Customer must provide a clear error description of the defective Product. Products without a sufficiently clear error description or Products that are stated as defective but which turn out to work during testing will be returned to the Customer. A shipping cost and a handling fee of SEK 250 will be charged to the Customer. The Customer is responsible for the shipping costs to Teletec in connection with the return. Teletec reserves the right to decide whether an identified defective Product shall be (i) repaired, (ii) replaced with another repaired Product, (iii) replaced with an equivalent new Product, or (iv) credited. If the Product has a valid warranty, Teletec is responsible for shipping costs back to Customer. If the Product does not have a valid warranty, the Customer will be charged a fee for repair or the cost of a replacement product. Shipping costs and a handling fee of SEK 250 will be charged to the Customer.

6. Transport damage and packaging

- 6.1 The Customer is responsible for complaining about shipments damaged in transit directly to the relevant carrier. In order to avoid transport damage when returning to Teletec, the Customer shall use approved freight packaging. The Product should be transported in the original packaging for best protection. When returning new Products, the Product shall be treated as new, i.e. the Product shall be protected with outer packaging. Original packaging that is edge-bumped, damaged by packing tape or address labels, etc. is equated with inadequate packaging and transport damage. All transport damage caused by inadequate packaging will be charged to the Customer.

7. Direct exchange

- 7.1 On some Products, a direct exchange takes place. The Customer receives a replacement product for the defective/faulty Product before it is returned to Teletec. An invoice is generated and sent to the Customer on these occasions and is credited when the defective/faulty Product has been returned to Teletec. If the return does not arrive at Teletec within twenty (20) days from the delivery and invoice date, Customer is considered to have chosen to keep the Product and the invoice can no longer be credited.

7.2 When the Customer has received a new Product in direct exchange, the original packaging shall be reused and all accessories shall be enclosed in the return shipment to Teletec. The returned Product shall be treated as new. If the original packaging or accessories are missing/damaged upon return to Teletec, a deduction will be made on the credit invoice corresponding to the costs incurred by Teletec.

8. On-site service

8.1 For some Products, the manufacturer offers on-site service. This service includes the repair or replacement of hardware components at the location where the Product is installed. The service does not include troubleshooting or correction of software-related errors. To activate on-site service, the Customer must submit a fault report. This fault report shall include complete information on e.g. product model, serial number, installation location and a detailed fault description. Teletec will forward the Customer's fault report to the manufacturer. On-site service is only valid in cases where the manufacturer considers that the fault description given in the fault report is related to faults covered by the Product's hardware warranty. Service work at the installation site is performed by the product manufacturer or a subcontractor contracted by the manufacturer.

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