

# SUPREMA WARRANTY POLICY

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**suprema**

## I. Warranty Period and Conditions

The warranty period (hereinafter “warranty period”) refers to the period of time for which the manufacturer or the retailer guarantees to provide the consumer with free repair for the product if a defect arises with regard to quality, performance, and functionality, under normal use conditions. The warranty period for each product is calculated based on the date of the product’s shipment, and each product’s shipment date can be checked using the product’s serial number.

Suprema has the following product-specific warranty periods and carries out quality assurance through the processes relevant to the returned product’s defect confirmation, repair, and replacement (hereinafter “RMA”).

Product Group	Product	Warranty Period
Intelligent Controller	CoreStation	1 year
Biometric Devices	FaceStation 2 FaceLite BioStation A2 BioStation 2 BioStation L2 BioLite N2 BioLite Net BioLite Solo BioEntry W2 BioEntry P2 BioEntry Plus BioEntry R2	
RFID Devices	X-Station XPass D2 Xpass Xpass 2 Xpass Slim 2	
Embedded Fingerprint Modules	SFM Slim SFM6000 series SFM5500 series SFM5000 series SFM4000 series SFM3000 series	
Authentication Scanners	BioMini BioMini Plus 2	
Accessories	Secure I/O 2 Secure I/O Lift I/O OM-120 DM-20 ENCR-10	

✚ However, the following items are consumable accessories and thus are not covered under warranty:

- Plastic stand, power adapter, extended Bracket, and card.

Suprema does not provide quality assurance for parts. Please note that parts are not eligible for repairs and Suprema will not be liable for loss of such products even if sent with other RMA products.

## II. Exclusion of warranties

The following cases are excluded from warranty:

- ① Damage due to external shocks or drops.
- ② Damage caused by natural disasters (lightning, fire, earthquake, wind, flood, tsunami, etc.)
- ③ Damage due to flooding (except for IP65)
- ④ Unauthorized disassembly or repair of the product by user
- ⑤ Damage due to overvoltage or overcurrent
- ⑥ Removal of or damage to the serial number label
- ⑦ Removal of or damage to the void sticker
- ⑧ Failures caused by consumables or accessories not authorized by Suprema
- ⑨ Failures due to user's fault
- ⑩ Purchase of the product through an unauthorized channel

## III. Warranty for discontinued products

The term "parts retention period" refers to the period of time for which Suprema retains parts for service purposes after the shipment of the product. In principle, Suprema retains parts for discontinued products for three years after the date of discontinuation. However, if there is no corresponding parts or products in stock, Suprema may use compatible parts, or otherwise offer trade-in service with your consent.

## IV. Repair fees

The repair fee is determined based on the spare parts price list specified by Suprema. The repair fee is the sum of the parts fee and the labor fee, and each fee is calculated as follows:

- ✧ Parts fee = the price for the replacement parts used for the product's repair
- ✧ Labor fee = the cost purely attributable to the technical efforts necessary for the product's repair, varying depending on the difficulty of the repair work.

Regardless of product repairs, an inspection fee is charged for products whose warranty has expired. In the case of products under warranty, an inspection fee is charged for those that does not have a recurring defect.

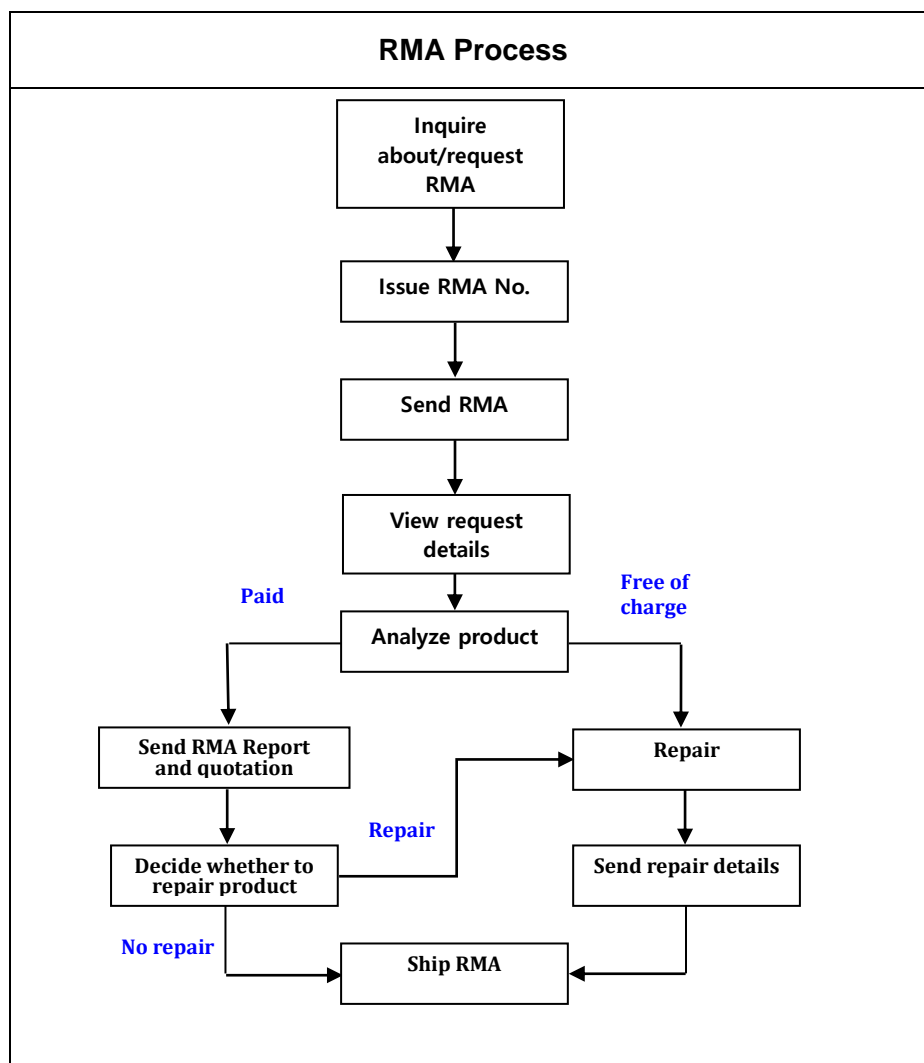
## V. Shipping fees

Customers are responsible for the shipping fee for sending the product to Suprema, and the return shipping fee for sending the product back to customers is borne by Suprema (paying for one-way shipping). However, if the device is considered as No Fault Found, which means the device works normally, the returning shipment, too, is borne by customers (paying for round-trip shipping).

## VI. Return Merchandise Authorization (RMA)

- RMA Process

1. Customers fill out the Suprema RMA request form and ask service manager for an RMA number.
2. After receiving an RMA number, customers send the product in question to Suprema's service centre.
3. When the inspection of the product is completed, customers receive an RMA report from service manager.
4. Suprema decides to repair or replace parts after customer's confirmation.
5. When the repair is completed, Suprema notifies customers of that and sends the product back to customers.



- Notes regarding RMA

- An RMA number is valid for two months from the date of its issuance. An RMA number that is more than two months old is null and void, and in such a case, you need to get a new RMA number from your service manager.

- The parts or products that have been replaced free of charge for repair purposes belong to Suprema, and the Suprema has the right to use them.
- In the case of free repairs, the warranty remains valid for the remainder of the warranty period after the repair. However, in the case of paid repairs of products whose warranty has expired, the product's quality is assured for 90 days from the date of the repair's completion. However, please note that the aforementioned 90-day free quality assurance is only applicable to recurrence of the same defect symptom.
- Products without a registered RMA number will not be repaired.

If there is no reply from customers after 30 days from the date of sending the RMA Report, Suprema may return the product to customers and will not be responsible for any loss or damage occurring during shipping.

- Notes regarding shipping

- Products shipped without an RMA number may be returned, and Suprema will not be held responsible for any loss or other damage caused by this.
- When sending your RMA, please make sure to enclose the completed RMA form in the box.
- Suprema will not be held responsible for any loss or damage occurring during shipping.

#### VII. Dead on Arrival (hereinafter "DOA")

DOA refers to a state where the product does not work normally due to an inherent defect that arose immediately after the product's shipment. Customers can be compensated for DOA only within 60 days of the product's shipment (applicable for 50 or fewer authentication logs). If the product's defect occurred within 60 days of its shipment from Suprema, ask your service manager for an RMA number. If Suprema has received the defective product and the case has been determined to be DOA after analysis, Suprema provides free repairs provided that the case is merely attributable to defective parts (the LCD, sensors, etc.). On the other hand, if the case is attributable to a quality issue with an analysis period exceeding 3 days, Suprema provides you with a replacement product.

#### VIII. Disclaimer

- (1) The Company shall be exempted from liability for providing services when it is unable to do so due to natural disasters, equivalent force majeure events, or circumstances beyond the company's control.
- (2) The Company shall not be responsible for any matters that have not arisen owing to the intent or gross negligence of the Company, including service use failures attributable to your own fault.
- (3) The Company shall not be liable for loss of profits you anticipate with your use of our services, as well as directly or indirectly caused ordinary and special damages, including damage you sustain due to data you obtain from our services, and any tangible and intangible losses.
- (4) The Company shall not be liable for any damage caused to you/a third party in connection with service use owing to the intent or negligence of you/the third party.
- (5) The Company shall also be exempted from liability for any damage occurring due to unavoidable circumstances such as maintenance, replacement and regular inspection of service facilities, and construction work.