

# Warranty Policy

**WM Systems** offers a 12-month warranty on all of our IoT devices, except for batteries, which carry a 6-month warranty. This warranty covers any defects in materials or workmanship under normal use during the warranty period. If a product fails due to a manufacturing defect, we will repair or replace it at no charge.

The warranty period begins with the handover of the device to the Customer, or - if the commissioning is carried out by WM Systems LLC. – with the day of commissioning.

As part of our warranty policy, we would like to remind our customers that the cost of shipping the products to and from our facility for repairs or replacement is the responsibility of the customer. This policy applies to all products covered under warranty.

To make a warranty claim, please follow these steps:

1. Fill out an **RMA** (Return Merchandise Authorization) **form**, which can be found on our website or by contacting our customer service team.
2. Pack the defective product securely, along with the completed RMA form, and send it to our headquarters at 8 Villa str., Budapest, HUNGARY, H-1222.
3. Once we receive the damaged product and the RMA form, we will contact you to confirm the warranty claim and provide instructions on how to proceed with the repair or replacement.

The RMA form should contain:

- Your name, address, and contact details
- The product model, serial number and cellular module IMEI number
- Symptoms of the issue / failure – fill the checkboxes
- A description of the issue you are experiencing
- Sign of the Customer
- Proof of purchase (e.g. a copy of the purchase receipt)

Please note that the warranty does not cover:

- Damage caused by accidents, misuse, abuse, or other external factors
- Modifications or alterations to the product
- Any costs associated with removing, installing, or shipping the product

If a product is returned for warranty repair or replacement, it must be shipped in its original packaging or equivalent. WM Systems will not be responsible for any damages incurred during shipping.

During the inspection of the service repair, if WM Systems LLC. discovers an unforeseen defect, the correction of which the parties have not agreed, it is obliged to immediately notify the Customer about the issue and the related repair fee. This work can be carried out according to the prices of our **Customer Service Price List**.

Please note, if any damage or failure which was not recorded / described at delivery (wetting, repair or software modification by an unauthorized person, mechanical damage) does not exclude their existence at the time of delivery. If we experience such damage during the service procedure, we will refuse the repair and reserve the right to revoke the device's warranty while the „inspection fee“ must be paid.

Device that has suffered mechanical damage, even if no external damage is visible on it and if the device is still functional, may become inoperable during the software update due to damage to the internal integrated circuits. In such cases, replacement of some occurred parts becomes necessary, which is a subject to reimbursement.

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The memory content of the device may be damaged or lost during the service procedure. WM Systems LLC does not assume responsibility for the resulting damage.

The service does not undertake to repair the device if factory „serial number“ and/or „IMEI number“ on the product sticker are not the same as the stored identifiers in the device's memory. If the serial number or IMEI label is missing or damaged, the device cannot be identified, thus the warranty will be voided, in which case the repair will have to be reimbursed.

WM Systems LLC. or its agent has a lien on the device taken over for repair. If the customer does not take the repaired device after 90 calendar days from the delivery deadline, WM Systems LLC. is entitled to use the repaired device for its own purposes by asserting the right of lien, or sell it commercially and settle its outstanding claims from the amount received.

The device taken over for repair can be issued upon presentation of a copy of the customer's receipt and the owner's identity card. If the device is taken over by a representative, proper authorization and presentation of an identity card are required.

Thank you for choosing WM Systems for your IoT device needs. We value your business and are committed to providing you with high-quality products and excellent customer service.

Budapest, HUNGARY, 15 February, 2023



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Béla KORMOS

CEO, WM Systems LLC



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