

# cThings Warranty Returns Policy

## 1. Warranty Summary

cThings offers a 'repair or replace' warranty against manufacturing defects from the date of dispatch of the product from cThings.

The standard hardware warranty for cThings is 12 months (1 year) unless specified otherwise. In the event that cThings offers a product with an extended warranty exceeding 12 months, the remaining conditions of the warranty still remain applicable. All warranty periods begin on the day the order is dispatched.

Key Exclusions:

- Water ingress
- Electrostatic damage
- Batteries are not covered under the warranty

## 2. Warranty Details

cThings provides a Manufacturer's warranty that covers manufacturing defects and follows a "repair or replace" policy. The warranty period begins on the date when cThings dispatches the product to the customer. In case of a faulty device, the customer is responsible for returning it to cThings at their own expense for analysis. If the device is deemed faulty under this warranty, cThings will cover the expenses for repairing or replacing the device, limited to the cost incurred by cThings for the repair or replacement. However, please note that this Manufacturer's Warranty does not cover damages caused by malicious intent, usage of the device beyond its specified operating parameters including environmental conditions, exposure to lightning or power spikes, or incorrect installation of the device.

The Manufacturer's Warranty provided by cThings does not cover water ingress and water damage if the product is installed in a location where it is exposed to water or condensation.

Products can be damaged by Electrostatic Discharge (ESD) and suitable anti-static precautions need to be taken when handling the printed circuit board. Avoid touching any of the components or the antennas. The Manufacturer's Warranty does not cover ESD damage.

By purchasing the Product, the Customer acknowledges that they have made their own assessment of the Product's ability to fulfil its intended purposes and its suitability for any specific requirements. Apart from the Manufacturer's Warranty, cThings will not be held responsible for any losses or consequential damages related to the supply and performance of the Product.

Certain Products contain a battery which has a limited shelf life. Batteries are not covered under warranty. It is recommended that all devices held in stock for periods longer than 12 months have their batteries exchanged prior to use.