

## **MobiWire warranty**

MobiWire products (including battery and accessories) have a complete warranty for the period specified in the contract.

MobiWire warranty starts at the purchase date (made by the first buyer) and can only be transferred between end users. MobiWire warranty does not impact other legal and regulatory rights.

### **Exclusions of warranty:**

MobiWire SAS shall have no liability under the warranty in respect of:

Defects breakdown or malfunction due to:

- Failure to properly follow the installation process and instructions for use; or
  - An external cause to the product (or accessory) (including but not limited to, shock, lightning, fire, vandalism, malevolent action, contacts with various liquids or vermin or water damage of any nature, inappropriate electric voltage); or
  - Modifications to the product (or accessory) made without the written approval of MobiWire SAS; or
  - A lack of every day maintenance (as described in the documentation supplied with the product (or accessory)) or to a lack of supervision or care; or
  - Poor environmental conditions, particularly those related to temperature and hygrometry, effects of variations of electric voltage, parasites from the electric network or from the earth; or
  - Repair, work (opening or attempt to open the product (or accessory)) or maintenance of the product (or accessory) by persons not authorized by MobiWire SAS;
2. Damage due to insufficient or bad packaging of product (or accessory) when returned to MRC
  3. Wear and tear from normal daily use of the product (or accessory) and its accessories
  4. Communication problems related to an unsuitable environment, including in particular:
    - Problems related to access and/or connection to the Internet such as interruptions by access networks or malfunction of the line used by the subscriber or his correspondent,
    - Transmission faults (for example poor geographical coverage by radio transmitters, interference or poor line quality),
    - The local network fault (wiring, servers, workstations) or the failure of the transmission network (such as but not limited to interferences, fault or poor quality of the network)
    - Modification of the parameters of the cellular network carried out after the sale of the product (or accessory)
  5. Supply of new versions of software
  6. Work in connection with normal use: delivery, installation or exchange of consumable supplies...
  7. Work on any product (or accessory) or software modified or added without the consent of MobiWire SAS
  8. Malfunction due to the use of products or accessories which are not compatible with the product (or accessory)
  9. Product (or accessory) returned to MobiWire SAS when the under warranty return procedure in respect of the said product (or accessory) has not been followed,
  10. Opening or locking of an operator's SIM key and work due to the non-functioning of the product (or accessory) caused by the opening or locking of an operator's SIM key carried out without the original operator's approval.
  11. Product with identification label (IMEI) which is damaged, destroyed, totally or partially removed and product with wrong identification label (IMEI)
  12. In the cases of warranty exclusion as well as after the expiry of the warranty period, the customer must ask for a quotation, and he/she must accept the quotation and agree to pay the charges mentioned in it before any work. All the transport costs will be invoiced to the customer.