

QED Advanced Systems & ResourceXpress Inc Warranty Statement (Hardware Only) Version 13 - 01/01/2021

Standard Warranty

Length of Warranty QED Advanced Systems and ResourceXpress Inc (QEDRX) publish a warranty period for each product on the "Price List" applicable at the time of quotation. The warranty period for each product begins on the date of shipment to the customer. If the buyer requests delay in shipment of the product for any reason, the warranty period will be deemed to have commenced at the date of availability for original shipment. Standard warranty periods are:

One year return to QED or ResourceXpress Inc (RTB) for all hardware. Any device which fails within 60 days of original delivery date will qualify for a free of charge advance replacement (subject to subsequently returning the faulty unit back to QED or regional distributor). The purchaser is responsible for all costs related to the shipping of goods back to QEDRX, distributor or local reseller. Any extended warranty terms will be detailed on individual quotations and invoices.

Warranty Cover QEDRX makes the following limited warranties during the warranty period: (a) the products will function properly under normal use; (b) the products will be free from defects in materials or workmanship; (c) the products will conform to the published specifications; and (d) the products will conform to any additional specifications agreed to in writing by the parties.

Responsibilities of QEDRX QEDRX will repair or replace any product that does not meet the limited warranty. QEDRX may issue a credit as an alternative to repairing or replacing the product. The decision to repair, replace or issue a credit is at QEDRX's discretion. Repair, replacement or credit is the purchaser's sole remedy for any product that does not meet the limited warranty. If QEDRX is unable to repair or replace the product, or provide credit, or if the limited warranty is found to have failed in its essential purpose, the buyer's exclusive remedy and QEDRX's sole liability in contract, tort or otherwise is the payment by QEDRX of actual damages in an amount not to exceed the amount paid for the product. QEDRX will be responsible for shipping costs when returning repaired or replacement products. The turnaround time for RTB warranty replacements is not guaranteed but is normally within 30 days.

Transferability The limited warranty extends only to the buyer and may not be assigned or transferred without QEDRX's consent.

What QEDRX is Not Responsible For This limited warranty statement states the sole liability of QEDRX arising out of the performance of the products. QEDRX makes no other representations or warranties, express or implied, or arising from a course of performance, dealing, or trade with respect to the products or any services furnished. QEDRX disclaims all implied warranties, including any implied warranty of merchantability, and any implied warranty of fitness for a particular purpose. The provisions of the preceding limited warranty and warranty disclaimers are reflected in the product prices. QEDRX may modify this warranty at any time; however, the modified warranty will only apply to products purchased after the effective date of the modification. This limited warranty is void if the failure of a product is in QEDRX's opinion caused by accident, abuse, unauthorised repair, modification or misuse. LED backlights on room-screens may degrade over a period and degradation of brightness is excluded after the first year of warranty cover.

Standard Warranty Terms

- 1 QEDRX will use its best endeavours to source like for like replacement products for faulty equipment, however we reserve the right to supply the latest model of equal or superior specification where equipment has

reached its end of life and is no longer commercially available.

- 2 Once a fault has been correctly logged with QEDRX, we will attempt to diagnose the fault and fix remotely, if possible. We aim to respond within 8 (GMT) business hours to partner or customer via email, phone or remote connection.
- 3 If a fault is found on equipment within 60 days of receipt by a customer, QEDRX will supply an advance replacement product (subject to subsequent return of the faulty items back to QEDRX or local representative). After 60 days, normal RTB warranty terms apply.
- 4 If regional restrictions hinder the ability of QEDRX to supply replacement products, QEDRX reserve the right to offer a credit note in lieu of replacement products.
- 5 QEDRX will meet the reasonable (at QEDRX discretion) shipping costs to supply replacement products, exclusive of any applicable shipping, import or sales taxes. Where QEDRX deem it economically unviable to supply replacement products, QEDRX reserve the right to offer a credit note in lieu of replacement products.
- 6 Requests for support issues should be emailed to helpdesk@qedas.com, or by phone to QED on +44 (0)1934 836960 (UK &ROW) +1 917 900 3721 (ResourceXpress Inc)
Support Hours are 05:00am – 11:00pm GMT (BST) Monday to Friday, excluding UK Public Holidays.
Support Information required is;
Customer, Site, Customer Contact, Phone Number and Email Address, Hardware Item Affected (if applicable), Serial number (if available), Problem Details + Screen Shots if relevant.

Reporting faulty equipment in the first 60 days:

A) Contact QEDRX or local Reseller to request an RMA (Return Merchandise Authorization).

We will provide a RMA#, and details on the Overnight replacement.

B) Product should be packaged with original packing materials along with all accessories that originally came with the unit. QEDRX will provide a ticket number to the customer for the RMA to be shipped back.

C) QEDRX or its distribution partner will ship replacement equipment for overnight delivery at no cost to customer. This warranty is limited to UK/EU/USA and Canada (Excluding Alaska and Hawaii).

D) Customers must then return RMA equipment back to QEDRX or local reseller within 10 days, at their own cost. Failure to do so will result in the customer being charged the full RRP of the replacement equipment.

Standard Warranty SLA

Priority 1 - System-wide failure - 4 business hour response to partner or customer via email, phone or remote connection

Priority 2 - Single screen or unit failure - 8 business hour response to partner or customer via email, phone or remote connection

Priority 3 - Feature not working, system bug, configuration or "How To" advice - 16 business hour response to partner or customer via email, phone or remote connection

Priority 4 - General requests i.e. new feature - no guaranteed response

Optional, Extended Warranty Terms

Warranty Plus

In the event of an issue not being fixable with remote support, QEDRX will courier ship an advance replacement unit to site for the customer to install. Shipment will be made within 1 business day (GMT) from determining that the product is not fixable by remote support and will be shipped to arrive in accordance with the delivery times detailed below. At QEDRX's discretion and on instruction the failing product should be packaged up by the customer, in suitably protective packaging and returned to the original point of dispatch at the earliest opportunity (max 10 days). The failing product will be repaired in the workshop and at QEDRX's discretion either returned to the customer to be swapped back or will remain property of QEDRX. Should the faulty products not be returned to QED we reserve the right to invoice for the replacement goods at the current RRP.

All parts, labour and shipping costs for replacements are included. All other cover limitations will be as the standard warranty cover (see above). Warranty Plus is available worldwide on application to QEDRX or local resellers.

On-Site Swap Out

In the event of an issue not fixable with remote support QEDRX will arrange for an on-site visit by a QEDRX engineer to investigate the problem and either fix or replace the failing product. The on-site response time will vary according to geographic location but will be agreed prior to the service going live.

All parts, labour and travel expenses are included. All other cover limitations will be as the limited warranty cover apply (see above). *On Site Swap Out* is limited to the UK mainland only.

Cost – Please ask for a quotation (dependant on location)

Extended Warranty Terms:

- 1 Acceptance of a contract to support hardware is solely at QEDRX's discretion by quotation.
- 2 In the case of no fault found on inspection of returned products, QEDRX reserve the right to recover the total costs of collecting and returning products to a customer site.
- 3 QEDRX will use its best endeavours to source like for like replacement products for faulty equipment, however we reserve the right to supply the latest model of equal or superior specification where equipment has reached its end of life and is no longer commercially available.
- 4 If regional restrictions hinder the ability of QEDRX to supply replacement products, QEDRX reserve the right to offer a credit note in lieu of replacement products.
- 5 QEDRX will meet the reasonable (at QEDRX discretion) shipping costs to supply replacement products, exclusive of any applicable shipping, import or sales taxes. Where QEDRX deem it economically unviable to supply replacement products, QEDRX reserve the right to offer a credit note in lieu of replacement products.
- 6 Warranty Plus is only available if a current software maintenance & support agreement is in place.
- 7 Warranty Plus is only available if order placed within 30 days of original hardware purchase and renewable within 30 days of existing cover expiry.

- 8 Once a fault has been correctly logged with QED, we will attempt to diagnose the problem and fix remotely, if possible. There is no specified response in our published terms but we aim to respond in accordance with a priority 1/2 category (depending on severity & number of units involved) as detailed in the general SLA table (below).
- 9 If we establish that a remote fix is not possible we will aim to despatch replacement within 1 business day from this diagnosis (cut off times for arranging shipments can affect actual despatch time).
- 10 The shipment will be placed on courier service to be delivered within the estimated times above (dependent upon location).
- 11 Customers must then return faulty equipment back to QEDRX or local reseller within 10 days, at their own cost. Failure to do so will result in the customer being charged the full RRP of the replacement equipment.
- 12 Requests for support for ResourceXpress issues should be emailed to helpdesk@QEDRX.com, or by phone to QED on +44 (0)1934 836960 (UK &ROW) +1 917 900 3721 (North America)
Support Hours are 05:00am – 11:00pm GMT (BST) Monday to Friday, excluding UK Public Holidays.
Support Information required is;
Customer, Site, Customer Contact, Phone Number and Email Address, Hardware Item Affected (if applicable), Serial number (if available), Problem Details + Screen Shots if relevant.

Warranty Plus SLA's

Priority 1 - System-wide failure - 4 business hour response to partner or customer via email, phone or remote connection

Priority 2 - Single screen or unit failure - 8 business hour response to partner or customer via email, phone or remote connection

Priority 3 - Feature not working, system bug, configuration or "How To" advice - 16 business hour response to partner or customer via email, phone or remote connection

Priority 4 - General requests i.e. new feature - no guaranteed response

- 13 NB: These response times refer to customers that are covered under current software support or individual hardware support contracts as agreed with the QED Advanced Systems or it's Partners at time of sale or as annually renewed.

Estimated Delivery Times (from despatch)

UK, EU & USA	Next day
Canada	Next day
Latin America	1 - 2 days
Asia	2 days
Middle East - India	2 days
Africa - Oceania	2 - 4 days