BUSINESS CUSTOMERS

Warranty Terms

The warranty HARDWARIO a.s. gives business customers on HARDWARIO hardware, what it covers, and how to make a warranty claim.

DOCUMENT: HLN.261009.06-R3 **VALID FROM:** November 1, 2026 **SUPERSEDES:** HLN.261009.06-R2

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1. Scope

1.1. Products. These Warranty Terms apply to hardware made by HARDWARIO a.s. ("HARDWARIO"): devices, modules and accessories sold under the HARDWARIO brand (the "Hardware"), bought by a customer acting in the course of its business (the "Customer") from HARDWARIO directly, in the HARDWARIO Store, or through a HARDWARIO partner whose terms refer to these Warranty Terms.

1.2. Consumers. These Warranty Terms do not apply to consumers. A consumer has the statutory rights from defective goods described in the Terms of Sale HLN.261008.01 (Article 12).

1.3. Other products. Products of other manufacturers supplied by HARDWARIO carry their manufacturer's warranty, which HARDWARIO passes on to the Customer and helps the Customer to claim. HARDWARIO Cloud and other services are governed by their own terms (for HARDWARIO Cloud, the Service Level Agreement HLN.261009.04).

2. The warranty

2.1. Warranty. HARDWARIO warrants that the Hardware is free from defects in materials and workmanship and works in accordance with its documentation (datasheet, manual and docs.hardwario.com) for 36 months from delivery (the "Warranty Period").

2.2. Longer period. A longer Warranty Period applies where the quotation, order confirmation or contract states it.

2.3. Start. The Warranty Period starts on delivery under the agreed delivery term, as shown by the delivery note or invoice.

2.4. Batteries and consumables. Batteries, in particular primary cells, and other consumables are covered only if they are faulty on delivery and the Customer reports it within the inspection period of the terms under which it bought (10 business days under the Business Terms HLN.261009.05). Their discharge in use is not a

defect: battery life depends on the reporting interval, the radio conditions and the temperature, as the documentation describes.

2.5. Security updates. For HARDWARIO products with digital elements placed on the market from December 11, 2027, HARDWARIO provides security updates free of charge for a support period of at least five years from the date the product is placed on the market (Regulation (EU) 2024/2847, the Cyber Resilience Act).

3. Exclusions

The warranty does not cover a defect or failure caused by:

- use other than in accordance with the documentation, in particular outside the stated operating conditions (temperature, humidity, ingress protection, supply voltage),
- incorrect installation, connection or storage, or mechanical damage, impact, water ingress beyond the stated ingress protection, overvoltage or lightning,
- repair, modification or opening of the Hardware by anyone other than HARDWARIO, or firmware not supplied or approved by HARDWARIO, unless the documentation allows it,
- combination with hardware, software, networks or services that the documentation does not state as compatible,
- normal wear, or minor deviations in colour, dimensions or other properties usual for the type of product that do not affect its function.

The warranty does not promise that the Hardware is suitable for a particular purpose beyond its documentation, or that it works without interruption or errors in every installation.

4. Remedies

4.1. Repair, replacement or refund. If the Hardware has a defect covered by the warranty and the Customer claims it within the Warranty Period, HARDWARIO at its option repairs it, replaces it with new or refurbished Hardware of equivalent function, or refunds its price.

4.2. Sole remedies. The remedies in clause 4.1 are the Customer's only rights from defects of the Hardware; HARDWARIO's liability for damage is governed by the terms under which the Customer bought.

4.3. Replacement warranty. Repaired or replacement Hardware is warranted for the rest of the original Warranty Period, and at least for 3 months from its dispatch.

5. How to make a warranty claim

5.1. Notice. The Customer reports the defect without undue delay after discovering it, and within the Warranty Period, by e-mail to ask@hardwario.com, stating the serial number (HSN) of each unit, a description of the defect and the order or invoice number. HARDWARIO may first try to resolve the defect remotely, for example by diagnostics or a firmware update.

5.2. RMA number. If the unit has to be returned, HARDWARIO issues a return authorisation (RMA) number and instructions. Units sent without an RMA number may be refused.

5.3. Shipping. The Customer sends the unit, adequately packaged and marked with the RMA number, to HARDWARIO a.s., U Jezu 525/4, 460 01 Liberec, Czech Republic, at its risk. HARDWARIO bears the shipping costs both ways: it provides a prepaid shipping label or reimburses the Customer's justified shipping costs,

and sends the repaired or replacement unit back at its own cost. Customs duties and taxes on import outside the European Union are borne by the Customer.

5.4. Data and SIM cards. Before sending a unit, the Customer removes any data and credentials it needs to protect; HARDWARIO may reset a unit to its factory state. SIM cards that are not part of the unit are removed by the Customer.

5.5. Decision. HARDWARIO assesses the claim without undue delay, as a rule within 30 days of receiving the unit, and informs the Customer of the result by e-mail.

5.6. Claim not covered. If the defect is not covered by the warranty, HARDWARIO informs the Customer and, as the Customer chooses, returns the unit at the Customer's cost or repairs it for a price quoted in advance. HARDWARIO does not charge for the assessment.

6. Repairs after the Warranty Period

After the Warranty Period HARDWARIO repairs Hardware where this is possible, for a price quoted in advance; the procedure in Article 5 applies.

7. Final provisions

7.1. Relation to other terms. These Warranty Terms form part of the contract under which the Customer bought the Hardware (the Business Terms HLN.261009.05, the Terms of Sale HLN.261008.01 or a partner's terms). The contract prevails where it provides otherwise.

7.2. Governing law. These Warranty Terms are governed by Czech law, excluding the United Nations Convention on Contracts for the International Sale of Goods.

7.3. Versions. The version valid when the Hardware was bought applies. Each version carries a document number, revision and valid-from date; all versions are available at https://www.hardwario.com/legal/.