

## Warranty Claim Procedures and Requirements

To obtain warranty service, the customer must obtain a Return Material Authorisation ("RMA"). For every product delivery, the customer must obtain separate RMA number. RMA number can be requested from Swissbit-Germany AG, Service Centre in Berlin e-mail: [rma-pool@swissbit.com](mailto:rma-pool@swissbit.com).

In the RMA application file the customer has to include product identification information, including model number and serial number (if applicable) with a detailed description of the problem the customer is experiencing. The customer must also include proof of the date of original purchase as evidence that the product is within the applicable warranty period.

Once the customer has obtained an RMA number, he must, within thirty (30) days, send the product to Swissbit-Germany AG, Wolfener Strasse 36, 12681 Berlin, Germany. He is responsible for the cost of insuring and shipping. Products shipped to the service centre must be properly packaged to prevent damage in transit. Swissbit RMA number must be prominently displayed on the outside of the package. If the customer sends the product to the service centre without RMA number prominently displayed on the outside of the package, it will be returned unopened.

After a period of two (2) month after the purchase of the product only technically defect products can be returned within the RMA process. Blemishes, visual defects and utilisation traces are excluded from warranty.

Returned products with no technical defects will be sent back at customers cost and a handling & inspection fee of US-Dollar 10.00 per piece will be charged. Same applies if proof of warranty was not provided or warranty period has expired.

The right to raise warranty claims expires prematurely if the Buyer or third parties carry out repair work or effect modifications without our prior written consent or if the Buyer, in the event of a defect, fails to take immediately all appropriate steps to mitigate resulting damage and grants us the opportunity to remedy such defect.

## Disclaimers

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THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE OR JURISDICTION TO JURISDICTION.

WITH REGARDS TO CITIZENS OF COUNTRIES THAT ARE MEMBERS OF THE EUROPEAN UNION, IF THIS PRODUCT IS PURCHASED BY A CONSUMER AND NOT IN THE COURSE OF A BUSINESS, THIS WARRANTY IS IN ADDITION TO YOUR LEGAL RIGHTS IN RELATION TO PRODUCTS WHICH ARE DEFECTIVE. ADVICE ABOUT YOUR LEGAL RIGHTS IS AVAILABLE FROM YOUR LOCAL CONSUMER ADVICE CENTRE. THIS DISCLAIMER DOES NOT PURPORT TO LIMIT OR EXCLUDE SWISSBIT'S LIABILITY FOR DEATH OR INJURY CAUSED BY ITS NEGLIGENCE OR FOR FRAUDULENT MISREPRESENTATION.

This warranty is effective from September 1<sup>st</sup> 2012.

This warranty is being provided by:

FOR EMEA CUSTOMER:

Swissbit-Germany AG  
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12681 Berlin  
Germany

FOR NA CUSTOMERS

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