

NOVEMBER 27, 2023.

TERMS OF STANDARD LIMITED WARRANTY

SPRINTSHIELD

Sprintshield product(s) have 2 years warranty coverage worldwide.

In the European Union, with the original invoice, you are entitled to 2 years of service. In case of improper functioning or malfunction of any Sprintshield product(s) within 2 years from the purchase date, they are to be sent to the Sprintshield dealer, distributor or retailer from whom Sprintshield product(s) were purchased, or if purchased directly via www.sprintshield.com webshop, please contact Sprintshield service centre via email: support@sprintshield.com.

The warranty itself is guaranteed for all possible hardware failure, preventing basic operability within 2 years. Under warranty, shipping costs to the service centre (one way) will be covered by you, while return shipping of the serviced or repaired Sprintshield product is sent to you free of charge (Sprintshield d.o.o. covers the shipping costs in this case).

For more information regarding all necessary shipping details please contact us via email: support@sprintshield.com.

YOUR SPRINTSHIELD WARRANTY

Sprintshield d.o.o. warrants to you that all Sprintshield products are free from defects in material and workmanship under normal use and service for the period commencing upon the date of purchase and continuing for the warranty period of 2 years.

The warranty period begins on the day you have purchased any Sprintshield product(s) (invoice purchase date as proof of purchase).

In the case of the warranty repair is being accepted, we will either repair or replace the product at our discretion as quickly as possible. The warranty period is then extended for the duration of the repair time.

If Sprintshield dealer, distributor or retailer, for some reason, justifiably refuses to accept

Sprintshield product on service, the product will be sent back to you at your own expense.

In the case of the warranty repair is being declined due to misuse or mishandling and improper installation (including poor performance or reception) of the Sprintshield product(s) (please read the Limited warranty does not cover and does not apply to), you will receive a repair offer for the repair of the product according to Sprintshield service price list.

In the case when you refuse the repair offer for the repair of the product(s), all diagnostic, administrative and shipping expenses are to be covered and paid by you. Only then (when paid), the product(s) will be sent to you.

In the case when you have accepted the repair offer (Service proforma invoice), your obligations are to pay the total cost of the diagnostic, repair of the product(s) and shipping costs from Sprintshield service centre to the shipping address. Repair offer (non-Warranty repair) is considered accepted only when is authorized by you via email (accepted service proforma invoice sent by email from you). Non-Warranty repair is considered done when:

- Product(s) is/are repaired and tested,
- Service proforma invoice is paid by you,
- Product(s) is/are shipped to you.

NOTE: Not providing with the original proof of purchase (invoice) and product(s) serial number, warranty will not be accepted.

For more information regarding warranty and service after purchase, **please contact Sprintshield dealer, distributor or retailer you purchased from, or if you purchased via www.sprintshield.com webshop, contact our Customer Support via email: support@sprintshield.com, Monday through Friday, 8:00 to 16:00 CET.**

The limited warranty does not cover and does not apply to:

Any physical feature defects or damage of any type resulting from accidents, neglect, abuse, misuse abnormal use or conditions, improper storage, exposure to liquid, moisture, dampness, sand or dirt, or any unusual physical, electrical or electromagnetic stress, as well as water, flood, fire or other acts of nature or external causes.

Any physical feature defects or damage of any type caused by a collision with an object, fire, flooding, dirt, windstorm, lightning, earthquake, exposure to weather conditions, theft, blown fuse, or improper use of any electrical source.

Any physical feature defects or damage of any type to the Sprintshield components resulting from the use of power and/or data cables that are not supplied by Sprintshield, or from the use of AC adapters and cables that are not certified by UL (Underwriters Laboratories) and are not labelled as Limited Power Source (LPS).

Any physical feature defects or damage of any type resulting from the application of excessive force or use on the touch screen of the Sprintshield PROALERT Tablet. Sprintshield PROALERT components that have the SN or IMEI numbers removed, defaced, damaged, altered or made illegible. Any physical feature defects or damage of any type resulting from improper testing, operation, maintenance, installation, service, any kind of adjustments, modifications or alteration without the written permission approved by Sprintshield.

Any physical feature defects or damage to any types of the consumable parts, such as batteries, unless occurring due to a defect in materials or workmanship.

Scratches, dents and cosmetic damage of the Sprintshield components unless caused by Sprintshield.

Normal wear and tear.

Any physical feature defects or damage of any type caused by the service performed by anyone who is not an authorized service provider of Sprintshield.

Product(s) purchased from non-authorized dealers.

Sprintshield shall not be liable or responsible if during the repair of the product the contents in the product's data storage media were altered, deleted, or in any way modified.

In this context, the customer is advised to make a backup copy of all data of the product sent for reclamation or warranty claim and repair.

Where damage is a result from any failure to follow operating or maintenance instructions contained in Sprintshield printed or manuals in digital form (in the packaging or on the www.sprintshield.com).

This Limited Warranty also does not apply to, and Sprintshield is not responsible for, any degradation in the performance of any Sprintshield product resulting from its use in proximity to any handset or other device that utilizes a terrestrial broadband network operating on frequencies that are close to the frequencies used by any Global Navigation Satellite System (GNSS) such as the Global Positioning Service (GPS). Use of such devices may impair reception of GNSS signals.

HOW TO OBTAIN WARRANTY SERVICE

Sprintshield's sole obligation throughout the Warranty Period is to, at Sprintshield's sole discretion, repair or replace any defective part or Product.

Before you apply your warranty claim, please follow the next few steps in order to really determine that it is a warranty repair:

- Please refer to the Installation and Quick Start Guide to ensure you have followed all the correct installing and operating procedures.
- To confirm that the problem is not only transient, switch off the product(s), let it sit idle for a while, and then turn it back on.
- Determine whether you might be at a location without a GPS and/or LTE 4G signal.
- Make sure the Sprintshield product(s) is properly mounted to the Docking station and is charging (charging icon is shown on status bar)

In the event that you should require service/warranty assistance, please contact us via email: support@sprintshield.com

When applying for the warranty claim, please write the following information in the email:

1. Full Name,
2. Shipping Address,
3. Contact Number,
4. Product Serial Number,
5. Fault/malfunction description,
6. Prove of Purchase (Invoice attached to email).

If the product is outside the Warranty Period you can, after the prior announcement and agreement with our technicians, send the product to the Sprintshield service centre for a chargeable repair according to Sprintshield service price list.

If the product is covered by an extended warranty provided by the Sprintshield dealer, distributor or retailer, you should contact the Sprintshield dealer, distributor or retailer from whom this extended warranty was purchased (usually, the same dealer from which the product was originally purchased).

You shall give Sprintshield permission to examine the product and run diagnostic tests to identify the flaw or reason of failure.

Sprintshield reserves the right to provide replacement items and repair parts on an exchange basis. All goods and replacement components belong to Sprintshield.

COMPANY INFO

SPRINTSHIELD d.o.o. trade and services

Short name: SPRINTSHIELD Ltd.
Headquarter: Marina Getaldića 3,
10410 Velika Gorica (City of Velika Gorica),
Republic of Croatia

Office address: Marina Getaldića 3,
10410 Velika Gorica (City of Velika Gorica),
Republic of Croatia

Company is recorded in Companies Registry of Zagreb, Company Registration Number (MBS): 081295602

Commercial bank and account number:
ERSTE&STEIERMÄRKISCHE BANK D.D.,
Jadranski Trg 3a, 51000 Rijeka
SWIFT Code: ESBCHR22, Account/IBAN:
HR1224020061100964265

OIB (Personal identification number):
93196258204

VAT number: HR93196258204
Company Members: Damir Obadić
Authorised Representatives:
Damir Obadić, director