

## Box Flytech Warranty Policy

### Purpose

This document describes the **Box Flytech Warranty** provision on our manufactured products.

### Scope

Box Technologies are responsible for the provision of the **Flytech** Return to Base (RTB) Warranty on products manufactured by Flytech and purchased directly from Box Technologies.

All warranty is tracked by unit serial number and original sales order number.

The **term** of standard warranty provision on each of our Box Flytech core product groups are outlined on our website and can be found by clicking [here](#) to access the detail or visiting [www.boxtechnologies.com/get-support/flytechwarranty](http://www.boxtechnologies.com/get-support/flytechwarranty).

### Terms of Provision

- Payment of customer invoice for the product (including warranty) is made in full and within the agreed payment terms.
- Warranty entitlement starts from the date of invoice as per Box Technologies standard Terms and Conditions of sale.

### Exceptions

- Batteries included in any product are sold with a ONE year warranty provision
- Third party hardware purchased from Box Technologies that forms part of a technical solution eg printers/scanners/PEDs/status poles on kiosks will be provided with a standard 12 months warranty term in accordance with a third party manufacturer warranty
- Master Services or Sales Agreements where agreed warranty terms differ from the Policy.

### Exclusions

- Theft or Loss of the product
- Cosmetic Damage
- Damage to the hardware that is not a result of material defect eg drop, fire or flood
- Content of the Product eg; data, photographs, software
- Software updates are not included
- Consumable items such as; batteries, print heads, cartridges, papers and any other items regarded as customer replaceable.
- Accessories such as; hand and shoulder straps, jackets

### Out of Scope

A unit will be considered out of scope of the Warranty Provision if the damage has occurred as a result of any, or all of the following;

- The unit not being used as it was designed to be used
- The unit has been altered, modified or adjusted without Box approval
- The unit has damage caused by attempt to repair by the customer or a third party
- Malicious damage

In the event of the any of the above, Box Technologies will provide a quotation to the customer for the repair of the unit and await an approved Purchase Order from the customer to proceed with repair.

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Where Purchase Order cover is not provided within one month a final notification will be issued requesting the unit(s) be collected by the customer within 10 working days or Box Technologies shall arrange disposal in line with our environmental waste policy.

### Restrictions

No Fault Found (NFF) returns are limited to ten percent (10%) of all products, by product type, returned for repair by the customer, on a quarterly basis.

### Exceptions

Batched repairs (>30 units) may be excluded from the stated Repair Turn Around Time. In this event the required scope of works, and the repair terms shall be agreed with the customer in advance of the product return.

Any product returned without a Return to Manufacturers Authorisation (RMA) number will be excluded from the benefits of this cover and the Box customer shall be requested to collect the unit at their cost

### Product RTB Process

If a fault has occurred within the first 10 days from invoice date, the product will be deemed to be DOA and the product will be replaced free of charge in line with the Box Technologies DOA Policy (BT-PCY-04) and our standard Terms and Conditions of sale.

The Customer will report the warranty fault to the Box Technologies support department.

Telephone number 01844 264 000 or via e-mail to [Support@boxtechnologies.com](mailto:Support@boxtechnologies.com)

The support department will try and fix the fault by telephone, or by sending a customer replaceable part.

Failing this, the support department will issue the customer with a Return Materials Authorisation (RMA) number. The customer will be advised to return the unit in the original box or suitable packaging to protect the unit from damage while in transit back to Box Technologies.

### Shipping

The return of the warranty unit is at the cost of the customer. Box Technologies are not responsible for any damage caused by the In-ward shipping from the customer. If any damage has occurred and can be repaired, a quotation for the repair will be generated. Please note the unit may become Beyond Economic Repair (BER) if insufficient packing is used or bad handling by the customers' shipping agent has occurred.

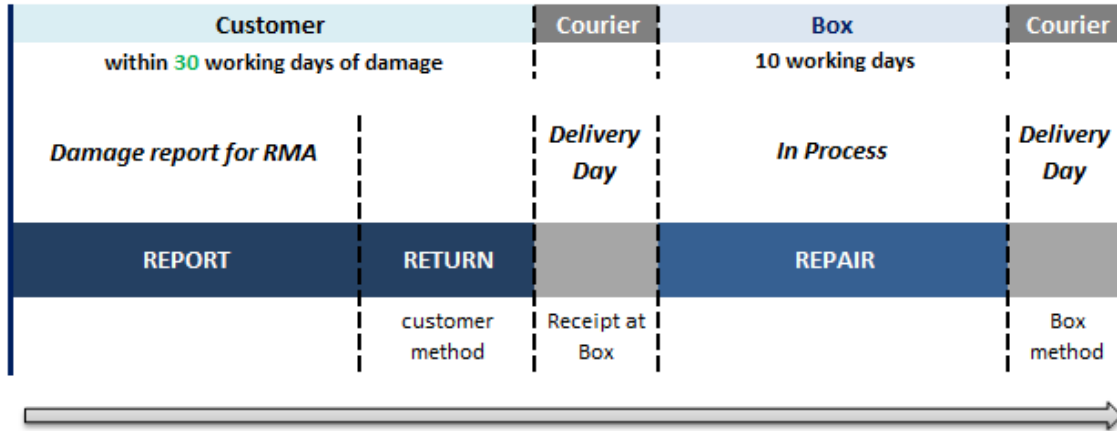
Box Technologies are responsible for the return shipping method, costs and packing of any repaired units back to a single point of destination within the United Kingdom as requested by the customer of any repaired unit(s).

### Warranty Repair Turn Around Time

Box Technologies commit to repair returned units in no longer than **10** days of our acceptance and receipt into our workshop unless agreement is covered by an Exception as detailed above: the tenth day being the latest shipping day for return to the customer on a Next Business Day (NBD) courier.

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**Your Warranty Repair Timeline**



**Epidemic Failure**

Box Flytech products are manufactured using many different Original Equipment Manufacturers (OEMs) component parts, there may be a situation when these components are in constraint from the various OEM’s or an OEM has an epidemic failure. If this does occur Box Technologies will make reasonable endeavors to satisfy the Warranty Cover through alternative supply.

Box Technologies will make reasonable endeavors to mitigate such failures, however this may become beyond the control or influence of Box Technologies and Flytech TW.

## Box Flytech Warranty Policy

### Revision Record for BT-PCY-19 Box Flytech Warranty Policy

Status	Version#	Effective Date	Description	Author	Authorised (Director)
Initial	1	24.06.2019	Initial Release	L Lewin	C Begley
Revision	2	12.11.2020	Exclusions Update: Damage	L Lewin	C Begley
Revision	3	12.11.2020	Exclusions Update: Damage	L Lewin	C Begley
Revision	4	23.03.2021	Expand Product Grouping Matrix	L Lewin	C Begley
Revision	5	17.01.2022	Review Product Grouping Matrix	L Lewin	C Begley
Revision	6	19.01.2024	Provide link to web page offering product warranty terms	L Lewin	C Begley

### Authorised (Board Representative):

Version#

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Signed:

Date: 19/01/2024