

ECOTONE TELEMETRY WARRANTY TERMS

Warranty types and duration.

Basic Warranty: Ecotone Telemetry provides a 12-months warranty on purchased products, unless otherwise agreed.

Limited warranty: Warranty for devices modified at the customer's request, non-standard or constructed for a specific project may have a shortened warranty period, usually up to 6 months. This period may be modified by Ecotone, depending on the specifics of given equipment or planned method of application.

If a defect covered by this warranty occurs during the warranty period, the device will be replaced or repaired free of charge.

General rules

Ecotone Telemetry provides a warranty for purchased products. The warranty period depends on the type of equipment and method of its application.

Ecotone strives to ensure that the equipment produced and delivered is of the highest quality, uses components from manufacturers with an established reputation and performs rigorous tests on each unit before its delivery.

At the stage of ordering equipment, Ecotone always consults with the client, agreeing in detail on the requirements, expected results and conditions in which the equipment is to work, in order to prepare and deliver equipment best suited to the project requirements.

Ecotone makes every effort to ensure that the equipment is appropriately matched to the test subject and its biology. The customer is solely responsible for ensuring appropriate animal welfare when using Ecotone Telemetry devices. The customer is obliged to inform Ecotone about the special requirements of a given species before purchasing the devices.

Ecotone is committed to providing support and consultation to with customers both during and beyond the warranty period.

The customer agrees that he will comply with the terms of the warranty and that he has read the conditions and limitations listed below, regarding the scope of the warranty and the limited liability of Ecotone Telemetry before using the equipment.

The customer confirms that he is aware that his work and research are experimental sciences, where it is not possible to predict all conditions and factors that may affect the operation of the devices. This applies to the biology and behaviour of the tested objects, individual differences between individuals as well as the environmental conditions in which the devices will operate.

Limited liability

- Ecotone telemetry devices were not designed for use in "critical applications" such as medical systems, public or freight transportation solutions, or other applications where failure of the device could result in personal injury or property damage.
- The manufacturer's warranty and liability are limited in amount to a maximum of the purchase price of the equipment. Ecotone is not liable in any case for the consequences of data loss or for any other direct or incidental damage resulting from the identified defect of the product, in particular for the costs of work related to trapping animals and reading data

in the field. Ecotone is also not responsible for any loss of animals resulting from the installation of equipment or individual reactions of animals to the installed equipment other than expected.

- Ecotone telemetry devices are intended only for telemetric observations of wild animals in their natural environment. Ecotone accepts no liability for losses resulting from the use of equipment for purposes other than those intended.
- ECOTONE is not liable for indirect losses or additional costs caused by equipment failures, late delivery or delays in warranty repairs
- In matters not regulated by these Warranty Conditions, the relevant provisions of the Civil Code shall apply. The court having jurisdiction for all disputes directly or indirectly related to this warranty, to the extent permitted, is the court having jurisdiction over the seat of Ecotone in Sopot.

Failure reporting and warranty repair rules

- The warranty period begins on the date the goods are shipped to the customer, unless otherwise specified.
- Any non-compliance with the specifications of the delivered equipment must be reported within 14 days of delivery.
- A fault must be reported within 30 days of its occurrence.
- In order to accept the warranty, Ecotone may require you to provide photographic documentation showing how the device was installed on the animal and documentation that the non-functioning device is still on the animal. You may also be asked to provide any other details regarding the circumstances of the failure.
- The Buyer is entitled to warranty repair or replacement of the product only if a complaint is submitted in writing during the warranty period. If any faults occur, please notify ECOTONE immediately: e-mail telemetry@ecotone.pl.
- The solutions available under the warranty are repair or replacement of defective equipment with new one. The further course of action will be determined depending on the type of problem on terms to be agreed on a case-by-case basis.
- The cost of delivery of equipment for warranty repair is borne by the customer, including insurance costs and other related fees. The returned equipment must have an attached and completed return (repair) form. When shipping equipment from outside the EU, the conditions and required transport documents must be agreed with Ecotone, failure to agree on the documents may result in the shipment being returned to the sender at his expense.
- Typically, the costs of returning equipment repaired under warranty are borne by Ecotone Telemetry. This does not include any customs or border fees in the destination country.
- The warranty repair time typically does not exceed 30 business days from the date of delivery of the defective equipment. In cases of complex repairs, periods including days off and holidays, when it is necessary to order components from other suppliers, this deadline may be longer and will be agreed with the customer.
- The replaced unit will carry the remaining warranty period from the original tracker, unless otherwise agreed.

- The warranty period is extended by the duration of the repair, counted from the recognition of the date of failure until the shipment of functional equipment. This also applies to subscription fees for this period.
- When replacing a device, the previous (original) logger with GSM or ARGOS transmission is always deactivated. Subscriptions assigned to the replaced logger are transferred to the replacement.
- Any additional modifications to equipment sent for warranty repair, made at the customer's request, may be subject to separate charges.

After sale and post warranty support

- During and after the warranty period, the customer remains under the full care of Ecotone. Ecotone provides free consultations and assistance from IT specialists and telemetry specialists in solving problems with the use of the equipment.
- Ecotone, both during the warranty period and after its expiry, while the equipment continues to operate on animals, undertakes to maintain the user's profile and process on the Internet free of charge and to make the collected telemetry data available to the Customer.

Loss of warranty occurs for the following reasons:

- The battery was overheated during storage or testing above 60°C. The devices have a sensor and an "irreversible" tag that detects overheating.
- Unauthorized modifications or repairs.
- Electrostatic discharges when handling and operating the recorder.
- Damage to electronic components due to exposure to close sources of strong electromagnetic radiation, e.g. placing the equipment on a loudspeaker, near a microwave oven, transmitting antennas, transformers, etc.;
- Using recorders on completely different animals or habitats than the equipment was designed for, for example: a recorder for birds of prey used on ducks, a recorder with an air pressure (barometric) sensor used on diving animals, a recorder without a wet/dry sensor on aquatic animals.
- Transport of working recorders by mail, by plane or in the trunk of a car.
- When the recommendations contained in the device's operating instructions or those provided by the manufacturer are not followed.

Exclusions and limitations

The warranty does not cover damage to:

- Random events such as fire, flood, theft, loss of shipment or destruction of equipment for reasons other than typical use.
- Cosmetic damage to new devices that does not affect the operation of the device, such as scratches, dents or loss of coating, unless caused by a defect in materials or workmanship.
- Damage to equipment caused by animals, especially in the case of applications on species on which similar solutions have not yet been used or operating in conditions that could not be predicted in advance.
- Natural destruction of the housing, paint coatings, dulling, scratches and dulling of the solar charger coating, collar straps and other elements subject to degradation in normal use, and with an intensity depending on the operating conditions.
- Loss of the device due to the death of an animal or loss of the device.

The warranty does not cover communication and data availability problems caused by:

- Disabling a specific network protocol by local carrier.
- Disabling or blocking of the SIM card by the GSM operator for reasons beyond the manufacturer's control or due to lack of fees from the customer.
- When the object moves to an area without coverage by the GSM network or a network compatible with a given device.

The warranty does not cover errors in GPS readings:

- In places where there are strong reflections of the GPS signal (canyon conditions).
- In conditions where there is strong GPS signal interference
- Caused by the animal's behavior - using burrows or caves, the animal lying down on the transmitter, etc.
- Caused by dense vegetation or other factors limiting the GPS signal.

The warranty does not cover batteries and power problems when:

- Logger stays in places without GPS signal (cave, indoor, under the water, etc.) – if GPS works in such conditions, battery will be discharged much faster than expected and might be damaged permanently.
- Decrease in performance or capacity of rechargeable batteries. Rechargeable batteries have a limited lifespan and the number of work cycles depending on the conditions and settings with which the device operates.
- Non-rechargeable batteries were used and the nominal number of GPS positions or operating time for a given model was achieved.
- Battery was overheated during testing or transportation above 60 C.
- Devices were stored with discharge battery.

The warranty does not cover solar charging when:

- Poor charging is caused by weather conditions.
- Animals use shadowed habitats.
- Solar charger was covered completely or partially by feathers or fur.

I declare that I have read the Warranty Terms and Conditions and accept them.

Date and signature of the client

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