



MIMOMAX RETURN FOR REPAIR PROCESS

December 2020

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INTRODUCTION

OVERVIEW

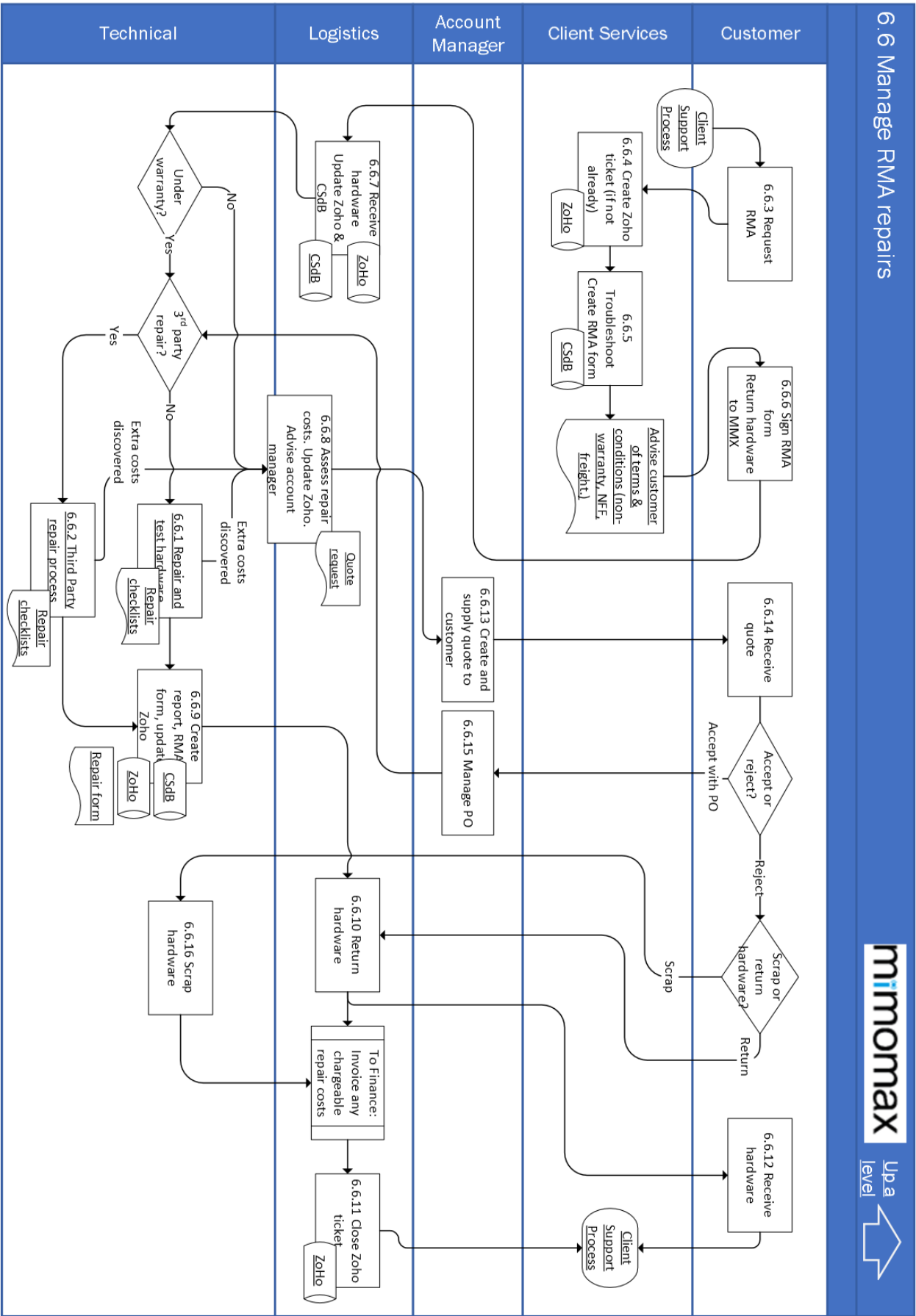
This document describes Mimomax Return for Repair services process including in warranty and out of warranty returns or product covered by a support agreement.

DEFINITIONS

'We' or 'Our' or 'Mimomax'	Mimomax Wireless Inc.
'You' or 'Customer' or 'Client'	Who Mimomax are providing the Product to.
'Production'	Product classification indicating the product is a currently manufactured item and is subject to the support levels and availability as defined.
'End of Sale'	Product classification indicating Mimomax no longer manufactures the specific item. Items will continue to be supported while under this classification (refer to Mimomax End of Life Policy). Any variations to the standard support levels will be identified.
'End of Life'	Product classification indicating Mimomax no longer provides guaranteed support. Items are typically designated end of life at a period of greater than 3 years after end of sale announcement. All support and repair capability will in the first instance be as per individual customer support agreements or in event no agreement exists on best endeavours basis.
'NFF'	No Fault Found
'RMA'	Return Material Authorization

PROCESS

Mimomax Return Material Authorization (RMA) process can be described by the following diagram:



LIMITED WARRANTY

2.1 MATERIALS AND WORKMANSHIP

Mimomax warrants to the Client only that at the time of shipment, the products will be free from defects in material and workmanship under normal use and service for a period of 12 months from date of shipment.

2.2 MIMOMAX OBLIGATION

Mimomax obligation under this warranty is limited to replacing or repairing, at its discretion, at its service depot, any products returned to Mimomax within 12 months from the date of shipment and accompanied by a completed RMA form. Any products returned under this warranty must be delivered to Mimomax with transportation, insurance, duties and taxes prepaid. Mimomax shall return the products to the Client freight prepaid via the most economical method of freight at our discretion.

2.3 PRODUCTS NOT MANUFACTURED BY MIMOMAX

Any products not manufactured by Mimomax, but supplied by Mimomax as part of a complete system, the period of the warranty is 12 months from the date of shipment and the warranty may be subject to additional terms applied to such products by the respective manufacturers.

2.4 EXCLUSIONS FROM THIS WARRANTY

This warranty is expressed in lieu of all other warranties, express, implied or statutory, including the implied warranties of merchantability and fitness for a particular purpose, and of all other obligations or liabilities on the part of Mimomax.

Mimomax neither assumes nor authorizes any other person to assume for Mimomax any other liabilities in connection with the sale of Products. In no event will Mimomax be liable for special, incidental or consequential damages even if Mimomax has been advised of the possibility of such damages.

This Warranty does not apply to Products which have been repaired or altered by parties other than Mimomax, or which have been subjected to misuse, negligence, accident or operation outside the environmental specifications.

This Warranty does not apply to the provision of Mimomax Engineering Services including, but not limited to path or coverage planning.

2.5 WARRANTY PERIOD ON REPAIRS

Repairs or replacements of product will be warranted for the remainder of the original product warranty or for 90 days, whichever is longer, from date of shipment back to the customer, as applicable.

EXTENDED WARRANTY

OVERVIEW

Mimomax offers an extended warranty service on Mimomax manufactured products, which can be selected at any time during the initial warranty period. The warranty can be extended in yearly periods up to a maximum of four years beyond the standard warranty period.

Refer to your Mimomax Account Manager for availability and pricing information.

RETURN FOR REPAIR

4.1 OVERVIEW

Mimomax Return for Repair service provides for the testing, repair, replacement or upgrade and subsequent return of Mimomax hardware to the Client.

4.2 IN-WARRANTY RETURN FOR REPAIR

Mimomax will accept, process, and ship any product returned for repair that is in-warranty and accompanied by a valid RMA form, without charge, with the exception of the following conditions;

- a) Faults due to Client's modification, neglect or misuse of the Products, failure to maintain a suitable environment for the operation and maintenance of the Products (including without limitation power supply, air conditioning or humidity control) in accordance with normal industry practices and as set out in the published data sheets, manuals or other written instructions for the Products;
- b) Correction of damage caused by any accident or disaster, fire, flood, water, wind, lightning, vandalism or theft.
- c) Correction of faults in any attachments or associated equipment (whether or not supplied by Mimomax) which do not form part of the Products;
- d) Painting or refinishing of the Products;
- e) The relocation or transportation of Products, or the rectification of any faults caused by such relocation or transportation;

RMA numbers are issued on request by Mimomax Support Desk at support@mimomax.com or via the online Support Portal (for customers with active Support Agreements)

Product returned without a RMA form may be returned to the customer without repair or may be subject to increased turnaround time.

Product found to be No Fault Found (NFF) may attract the "NFF" charge, at our sole discretion.

Product that is determined to be excluded from warranty will be charged at the standard out-of-warranty repair price for parts and labour or as detailed in a current support agreement in place with the Client.

4.3 OUT-OF-WARRANTY RETURN FOR REPAIR

Mimomax will accept, process, and ship out-of-warranty Production product returned for repair that is accompanied by a valid RMA form and customer purchase order.

RMA numbers are issued on request by Mimomax Support Desk at support@mimomax.com or via the online Support Portal (for customers with active Support Agreements)

Product returned without a RMA form may be returned to the customer without repair or may be subject to increased turnaround time.

Product found to be No Fault Found (NFF) may attract the "NFF" charge, at our sole discretion.

Mimomax product classified as "End of Sale" will be supported the same as in "Production" product based on the warranty status and/or individual Client support agreements.

Mimomax product classified as "End of Life" will be on a best endeavours basis and may be excluded from coverage under the return for repair policy at our sole discretion.

4.4 REPAIR OR REPLACEMENT

Mimomax at its sole discretion may use new or factory reconditioned parts to repair or replace defective hardware. Replaced hardware will become the property of Mimomax.

4.5 TURNAROUND TIME

Mimomax standard turnaround time for repair of units currently classified as in "Production" is 10 working days.

Turnaround time on items classified as "End of Life" is subject to the availability of parts and the nature of the fault.

Turnaround time is defined as the period from when equipment is received by Mimomax, to the dispatch date of the equipment from our service centre, and specifically excludes freight or transit time.

If the customer requests an alternate freight forwarder or freight terms, such as EXW (ExWorks) the turnaround time will be assessed at the point the customer is notified that goods are ready for uplift.

Repair turnaround time for items not manufactured by Mimomax is subject to supplier commitments and is not guaranteed unless prior written agreement has been made with Mimomax.

4.6 NO FAULT FOUND

Units returned to Mimomax and tested to be No Fault Found (NFF) will be charged for, irrespective of the unit's warranty status. Return freight is inclusive in the price for NFF.

4.7 FREIGHT CHARGES

The customer is responsible for freight to the Mimomax service centre, freight prepaid pursuant to the delivery term DDU (Delivered Duty Unpaid). Mimomax is not responsible for any items packed by the customer including electrostatic discharge damage, physical damage or negligence.

We will return repaired product freight prepaid pursuant to the delivery term DDU (Delivered Duty Unpaid), to the customer premises. We will use our nominated carrier for return freight.

If specifically requested by the Customer, Mimomax may agree to use a different freight forwarder or freight terms. If this occurs, Mimomax may amend the invoice to include additional freight costs at our sole discretion.

4.8 PRICING AND PAYMENT

Any repair request for out-of-warranty product is a chargeable service.

Quotations for a specific request will remain valid for a period of 30 days at the time of issue of a RMA number. If the associated hardware is not received for repair within this period, the current charges at time of receipt of hardware will apply.

Repairs will typically be a fixed rate charge but at times may be charged on a time and materials basis.

Repairs processed without pre-approved credit are subject to payment before the goods are released by Mimomax.

4.9 VARIATIONS WITH CUSTOMER SPECIFIC CONTRACTS

The foregoing terms should be read in conjunction with any specific contractual commitments or support agreements which may exist between Mimomax and the Client. Where there are variances the customer specific contracts or agreements will take precedence over these terms.