

RMA POLICY

HaslerRail, as a manufacturer of electronic products for the railway industry, we are committed to ensuring the quality and reliability of our products, and to providing our Customers with exceptional service.

We understand that there may be situations in which our products do not meet your expectations, or in which you need to return a product for repair or replacement. Our RMA policy is designed to provide clear guidance on the process for requesting and processing returns, as well as to ensure that our Customers are treated fairly and with respect.

We encourage you to read this policy carefully and to contact us if you have any questions or concerns. We are committed to working with you to ensure that any issues are resolved quickly and to your satisfaction.

RMA (Return Merchandise Authorization) Policy

1 PROCEDURE

For each item to be returned:

1. Regular HaslerRail Products: a form has to be filled in using our web site www.iotrains.com. The fields marked with an asterisk (*) are mandatory. Please make sure to mark the **RMA-number** on the returned goods as well as on the shipping papers since this number serves as a reference number for HaslerRail and the Customer during the entire repair procedure.
2. Pixy Products: Standard Excel form must be filled in and submitted to the corresponding HaslerRail Service Center. Please, contact service@haslerrail.com if you need further assistance.

Customers are required to follow our Return Merchandise Authorization (RMA) process when returning goods. Any goods returned to us without an RMA number will be subject to an **additional handling fee of CHF 150 (155 €)**. This fee is necessary to cover the additional administrative workload associated with processing returns outside of our standard RMA procedure (IOTrains, RMA form).

Additionally, please note that goods received without following the RMA process may result in longer processing times for initiating the repair process. This can occur because our staff must spend additional time identifying the product and determining the appropriate course of action, which can delay the repair process.

We appreciate your cooperation in following our RMA process, which enables us to provide efficient and effective service to all of our Customers. By adhering to our RMA process, you can help ensure that your returns are processed quickly and that any necessary repairs are completed in a timely manner.

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2 REPAIRS: WARRANTY / QUOTATION

When initiating a return under our Return Merchandise Authorization (RMA) process, Customers must provide a clear and detailed description of the failure or symptoms that are provoking the return of the material. This information is critical for our technicians to accurately diagnose and repair the issue.

If the information provided is insufficient or inaccurate, it may result in longer processing times or an inability to repair the product. Therefore, we strongly encourage Customers to take the time to provide a complete and accurate description of the issue when initiating an RMA request.

When the Customer sends the material for repair, there are two possible scenarios:

- Warranty Case: The material is covered by the product warranty.

In this case, the repair team will verify that the item to be repaired is within the warranty period and that none of the warranty exclusions apply. If the conditions for repairing under warranty are met, the company will proceed with the repair. If the device is not under warranty because it has expired or is excluded for some reason, the Customer will be informed of this situation so they can accept the repair outside of warranty.

- Non-Warranty Case: The material is not covered by the product warranty.

In this case, the Customer agrees that the company may proceed with the repair of the sent item. If the Customer sends a material and does not want it repaired but only analyzed, they must clearly indicate it in the shipping documentation. After the repair, the Customer Service team will send a repair offer that is valid for 30 days. When 30 days have passed since the offer without the Customer having sent the corresponding purchase order, the company has the right to charge for storage time as described in Table 1.

Days since HaslerRail submitted the quotation without PO from Customer	Fee per week *
Less than 30 days	0 CHF / 0 €
Between 30 days and less than 60 days	40 CHF / 41 €
From 60 days on	50 CHF / 41 €

Table 1

*** Portions of week will be considered as a full week**

The company charges a storage fee when the Customer does not send the purchase order for the repair within 30 days from offer submission. This fee is due the fact that HaslerRail has limited storage space, and if the Customer does not claim the repaired material, it occupies valuable space that could be used for other repairs.

If the Customer returns material for repair and our analysis determines that no defects or failures are present (NFF, no failure found), HaslerRail reserves the right to charge the Customer a NFF fee. The NFF fee is necessary to compensate the company for the materials and the technical and administrative resources expended in the analysis of the returned material. By returning the material to HaslerRail for repair, the Customer explicitly accepts that in the event of an NFF, they will be charged the fees described in the following table.

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Product	Fee (CHF)	Fee (€)
TELOC	720 CHF	740 €
PG	490 CHF	505 €
SPEEDO	450 CHF	453 €
PIXY HMIs	490 CHF	505 €
OTHER PRODUCTS	360 CHF	370 €

Table 2

HaslerRail will be charging a fee of 360 CHF (370 €) in the case that an item is not repairable for covering the costs associated with the administrative, investigation and scrapping process applied to this repair.

HaslerRail warrants its products against manufacturing defects in materials and workmanship starting from their date of shipping from HaslerRail’s manufacturing facilities for a period of 24 months unless a different agreement is applicable to the material under discussion.

When an assembly is repaired, the faulty parts that were causing the issue are replaced. The company provides a 6-month warranty for the replaced parts. This means that if the assembly experiences any failure that is directly correlated to the replaced parts within 6 months after the repair, the Customer is covered under the warranty. However, if the assembly experiences another failure that is not related to the scope of the repair within the same period, the warranty will not be applicable. In such cases, the Customer will need to follow the standard repair process and pay for any necessary repair work. It is important to note that the warranty is only applicable for the replaced parts and does not cover any other parts or issues that may arise. Warranty starts with the shipment date back to the Customer.

In the case that there are clear evidences that an item covered by the warranty has not been properly handled or there are signs of bad manipulation, the company will be applying the corresponding charges. The Customer must ensure that the product is handled and stored properly during the warranty period to avoid any potential issues that could invalidate the warranty.

WARRANTY EXCLUSIONS:

- Expired warranty period: Products found to be defective after the warranty period has expired.
- Tampering: Any tampering or modification of the product, including the removal of any labels or seals (i.e. serial number or warranty seal), will also invalidate the warranty.
- Misuse: Products subjected to misuse or abuse, whether by accident or other causes. Such product conditions will be determined by HaslerRail at its sole and unfettered discretion.
- Products modified in any way NOT described explicitly in the corresponding product’s user manuals.
- Software products.
- Loss of data or software.
- Physical damage: Any damage to the product caused by external factors such as drops, impacts, or other physical damage.
- Water damage: Damage caused by exposure to water, moisture or other liquids.

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9. Fire or heat damage: Any damage caused by exposure to heat or fire, including smoke or soot damage.
10. Power surges: Any damage caused by power surges or voltage spikes, including lightning strikes.
11. Software modifications: Any damage caused by installing or modifying software or firmware on the product.
12. Wear and tear: Any damage caused by normal wear and tear, such as scratches, fading or decoloring.
13. Negligence: Any damage caused by the failure to follow instructions or guidelines provided by the manufacturer.
14. Corrosion: Any damage caused by exposure to chemicals or other corrosive substances.
15. Incorrect installation: Any damage caused by incorrect installation or assembly of the product.
16. Improper maintenance: Any damage caused by failure to perform proper maintenance or cleaning of the product.
17. Accidental damage: Any damage caused by accidents or unforeseen events, such as dropping the product or spilling a drink on it.
18. Insects or pests: Any damage caused by insects or pests that may infest the product or its packaging.
19. Extreme conditions: Any damage caused by exposure to extreme conditions, such as excessive heat or cold, high humidity or dryness that are out of the product specifications.
20. Unauthorized repairs: Any damage caused by repairs or modifications performed by unauthorized technicians.
21. Unforeseeable events: Any damage caused by unforeseeable events, such as natural disasters or war.
22. Exposure to abnormal EMI: Any damage caused by EMI phenomena that are beyond the limits of the requirements in the applicable standards.
23. Use of non-approved accessories: Any damage caused by using non-approved accessories or components, such as batteries or chargers, USB memories.
24. End of life: Any damage or failure caused by normal wear and tear due to age or the end of the product's life cycle.
25. HMIs that have pixel defects that do not qualify for warranty service as defined in the *Warranty Policy for Display Pixel Defects*.

The repair center provides regular repair reports for all repairs. However, in some cases, Customers may request additional reports such as root cause analysis or 8D reports. These reports are considered beyond the scope of regular repairs and may be quoted separately. For repairs covered under warranty, such reports can be created if they meet the thresholds associated with epidemic failure or hidden defects as defined in the relevant contracts. If there is no contract of reference, the threshold for such reports will be based on 10% of the fleet in which the equipment is operating over a period of 6 months. It is important to note that the creation of such reports may result in additional charges for the Customer, which will be communicated and agreed upon prior to their creation.

In order to optimize the efficiency of our repair processes and reduce storage costs, we have implemented a policy regarding the retention or return of replaced or defective components. We will only retain or return these items upon direct and explicit Customer demand before starting the repair process, and the associated costs will be charged to the Customer. If the Customer does not explicitly request the return of these items, they will be disposed of in a responsible manner after the expiration of the quotation deadline. We recognize the importance of environmental sustainability, and we will ensure

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that disposal of these items will be done in an environmentally friendly way, adhering to all relevant regulations and guidelines.

The company shall not be held liable for any loss of data or configuration settings stored in the product during repair or service. Customers are solely responsible for backing up any important data and configuration settings before sending the product for repair. The company shall not be responsible for any damages or losses resulting from the failure of the Customer to back up such data or configuration settings. By submitting a product for repair, the Customer explicitly acknowledges and accepts that the company shall have no liability for any loss or damage to data or configuration settings, regardless of the cause. It is the Customer's sole responsibility to back up all data and configuration settings prior to sending the product for repair.

3 TRANSPORT FEES FROM CUSTOMER TO HASLERRAIL

Transport fees are to be paid by the Customer (terms of delivery DDP HaslerRail site (without VAT), Incoterms 2020) If the repair is covered by a warranty, HaslerRail takes over the transport fees.

Important: All transport fees associated with the shipment of products to and from HaslerRail's repair center must receive prior consent by HaslerRail. Customers are required to use only the freight forwarder or courier service indicated by HaslerRail. Any transport fees incurred through the use of unauthorized transport providers or methods will not be accepted by HaslerRail and shall be the sole responsibility of the Customer. HaslerRail will not be held liable for any damages, losses or delays resulting from the use of unauthorized transport providers or methods.

The company requires that Customers contact them to coordinate transport for warranty repairs, taking into account the parcel's weights and dimensions. In the event that it is later determined that the repair is not covered under warranty, the Customer will be responsible for paying the transport fees charged by the company.

Particular agreements with the Customer take precedence over these general terms for the shipments from the Customer to HaslerRail.

4 TRANSPORT FEES FROM HASLERRAIL TO CUSTOMER

Transport fees are to be paid by the Customer for repairs not covered by HaslerRail's warranty. Incoterms terms to be used is DAP place of destination (Incoterms 2020). HaslerRail will be charging the following fee depending on the destination:

FROM	TO	FEE ¹
SAME COUNTRY		35 CHF / 35€
EUROPE	EUROPE	60 €
EUROPE	OUTSIDE EUROPE	100 €

Table 3

¹ Prices in the table are as per item repaired.

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If the repair is covered by a warranty, HaslerRail takes over the transport fees (terms of delivery DAP place of destination, Incoterms 2010 in Europe), without additional charges to the Customer. Particular agreements with the Customers take precedence over these general terms for the shipments from HaslerRail to the Customers.

5 NON RETURNED MATERIAL

If the Customer has been approved for a return, and the Customer fails to return the product within three (3) months of the approval date, the RMA request will be considered null and void. Any contractual obligation associated with the original RMA request approval date will be cancelled, including any warranty coverage that may have expired during the three (3) month period.

6 NOT-RECEIVED PURCHASE ORDERS

In the event that the Customer sends material for repair, and the repair work is completed, an offer will be sent to the Customer with the cost of the repair for the Customer to issue a corresponding purchase order to the company. If the Customer fails to issue the purchase order, the company reserves the right to dispose of the material one year after the offer was sent. By sending the material, the Customer explicitly accepts the terms of this clause.

7 CUSTOMS CLEARANCE / VAT (VALUE ADDED TAX)

Logistics for repairs may require the involvement of customs clearance and customs brokers, as well as payment of importation fees and VAT by the Customer who will be receiving the repaired product. The Customer is responsible for providing accurate information about the declared value of the goods being shipped for repair, and the company will add any generated added value to this value while re-exporting the goods after repair. Customers should be aware that these logistics requirements may vary depending on the country where the repairs are taking place and where the Customer is located. It is the responsibility of the Customer to ensure compliance with all relevant regulations and requirements. The company may be able to provide guidance and support in this area, but ultimately the Customer is responsible for ensuring that all necessary logistics are arranged and paid for. Any additional fees or charges incurred as a result of incomplete or inaccurate information provided by the Customer will be the responsibility of the Customer. The company will not be liable for any delays or additional costs arising from customs clearance or other logistics issues that are beyond the control of the company.

8 PACKAGING

To ensure the safe transportation of goods, it is recommended that Customers return the goods to the company in their original packaging. Electronic products should be returned in an ESD (electrostatic discharge)-standard compliant antistatic packaging to prevent damage to sensitive electronic components during transport. In the event that insufficient or unsuitable packing is used, the company will decline any warranty claims.

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9 INVOICES

It is of utmost importance that invoices related to repairs are paid by the due date. Failure to do so may result in the accumulation of pending invoices, which can lead to significant financial losses for HaslerRail. In the event that the total amount of pending invoices exceeds CHF 50'000 HaslerRail reserves the right to suspend all ongoing repair work until the outstanding invoices have been settled. During this suspension period, the Customer Service team will not authorize new shipments for repairs, nor will any shipments from Customers be accepted. By submitting their products for repair, Customers explicitly accept the terms of this clause.

10 WARRANTY SEAL

The warranty seal is a security seal placed on our electronic products to prevent tampering and ensure that the product has not been opened or repaired by an unauthorized party.

The purpose of the warranty seal is to maintain the integrity of the product and ensure that it is repaired by authorized personnel only. It helps us to maintain the quality of our products and ensure that they meet the required standards.

If the warranty seal is broken or removed, the warranty for the product will be considered void. This means that any repair or replacement of the product will not be covered under warranty. The Customer will be responsible for any costs associated with repairing or replacing the product. Furthermore, breaking the warranty seal may also result in the product being ineligible for return or exchange. We strongly advise our Customers not to attempt to tamper with the warranty seal, and to contact our Customer support team if they require any assistance with their product.

In case of any further inquiry or questions, please contact: service@haslerrail.com

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