



Superfy

**Superfy Return Merchandise
Authorisation Service Policy and
Procedure**

May 2023

SUPERFY – G2 FILL LEVEL SENSOR RETURN SERVICE AUTHORISATION (“RMA”) SERVICE POLICY AND PROCEDURE

1.0 PURPOSE

Superfy has established the following policy (“Service Policy”) with the intention of providing customers with the best support and shortest turn-around time possible with respect to warranty claims on Superfy G2 Fill Level Sensor (“Product”).

Superfy reserves the right to amend or make changes to the Superfy Service Policy as and when applicable. This Service Policy will come into force May 2023.

2.0 Warranty Period

Products with warranty are covered from the date of shipment from Superfy against defects in design, materials and workmanship for a period of 12 months. All Superfy external peripheral Products that are supplied as part of an order will only be covered by the original manufacturer’s warranty and the time period shall not exceed 1 year of coverage when purchased through Superfy.

In addition to offering a twelve month warranty for Superfy G2 Fill Level Sensor, a global extended warranty service is available for customers upon request, at an additional charge. This entitles our customers to a complete and prompt repair service beyond the standard 12 month year of warranty.

In summary, the warranty periods for Superfy Product are as follows:

Products	Warranty Period
G2 Fill Level Sensor Device	12 Months
Extended Warranty (subject to additional charge)	Additional 12 months

2.1 Repairs under Warranty

Repairs for Product under warranty will be carried out at Superfy Service Centers following the successful completion of the Superfy RMA procedure detailed in Section 4. For Product under warranty, the return fee to an authorised Superfy Service Center will be at the customer’s expense. The shipping fee for repaired Products from Superfy back to the customer will be at Superfy expense.

Should the Products purchased from Superfy be found to be dead-on-arrival (“DOA”), Superfy must be contacted within three months from date of original shipment of any DOA event.

Superfy will commit to resolving the event through the RMA procedure or alternatively a loan replacement Product will be made, until the repaired Product is returned to the customer. If Product is required for return to the manufacturing base, Superfy will manage the shipment and return of Product, dependent on quantity, within an agreed timeframe.

2.2 Initial Survey / No Fault Found (NFF)

For all Products returned, Superfy will complete an Initial Survey.

- An initial survey will consist of:
 - a review of the manufacturing log, time and history of the device

- a visual inspection of the device
- a turn on / turn off of the device
- a data history check on Superfy platform
- a last connectivity check on Superfy connectivity providers platform
- an opening of the device to inspect for water ingress
- an inspection of the antenna inside of the device
- an inspection of the batteries and the battery terminals
- a removal of batteries
- a device check to ensure all parts are secured as per manufacturing expectations
- a replacement of batteries
- a turn on and start up check
- a device beep test / sound check
- a device connectivity check
- a device data throughput check
- a device firmware update (if required)
- a device reassembly in line with manufacture

Superfy will charge the fees below in the following circumstances:

- An “Initial Survey Fee” for out of warranty Products.
- A “No Fault Found” fee for out of warranty Products (ie: for the Initial Survey of each Product).
- In the event that a warranted Product after evaluation at a Superfy Service Centre is found to be “No Fault Found” (NFF), the applicable pricing will be chargeable at the following rate:

Products	No Fault Found / Initial Survey Costs
G2 Fill Level Sensor Device	€100* + freight, handling & duty costs for return of the Product/s to the customer

*where the transactional currency is different, the amount will be charged at the above rate converted using the foreign exchange rate at the time of invoicing.

2.3 Exclusions from Warranty

Superfy will consider the Product excluded from warranty for ANY of the following reasons:

1. The Product has been found to be defective after expiry of the warranty period.
2. Warranty has been voided by removal or alteration of Product, warranty void labels or part identification labels.
3. The Product, within the warranty period, has been misused, abused, or subjected to unauthorized disassembly/modification.
4. The Product has been placed in an unsuitable physical or operating environment.
5. The Product has been improperly maintained by the customer.
6. The failure of the Product is caused by circumstances for which Superfy is not responsible, whether by accident or other cause. Such conditions will be determined by Superfy at its sole discretion.
7. The Product is damaged beyond repair due to a natural disaster such as a lightning strike, flood, earthquake, pandemic etc.
8. The Product returned to Superfy is incorrectly packed as per Section 4.2 or is packed in insufficient packaging that has caused damage to the Product during transit.
9. Firmware or communications network changes.
10. All batteries and power systems.
11. Connectivity related outages or network outages.
12. Cloud and data related outages.
13. Any software related issues.

2.4 Further exclusions include:

- 1. External peripheral Products and accessories originally supplied with Superfy Products but not manufactured by Superfy. These are limited to standard 1 year warranty.
- 2. Product updates/upgrades and tests upon the request of customers who are without warranty.

2.5 Warranty Product Exchanges:

- 1. In the event that Products are exchanged under warranty, Products for return must be returned to the designated Superfy Service Centre with 14 working days of receipt of exchanged items. If returned Products are not received within this time, Superfy will consider these items purchased and invoice accordingly at the applicable pricing.
- 2. Returned items that are subject to exchanges should be returned with the relevant accessories. Failure to provide accessories with returned items could result in additional charges.
- 3. Products returned as a result of exchange activity are subject to charges as listed in section 2.3

2.6 Initial Device Inspection

- 1. The initial device inspection and troubleshooting will be conducted by customer technicians. This process included network connection testing, device function testing and connectivity testing. If the device fails this initial testing a customer technician will remove the device and forward to customer Head Office for further inspection.
- 2. At customer Head Office the device will be inspected further for damage and an attempt to turn the device on and connect it to a network.
- 3. If the device fails, this device can be submitted for warranty review by Superfy and the following RMA Process will apply.

3. SERVICE CENTRE

Superfy provides warranty and out-of-warranty global repair services for customers at its facilities in the following locations:

Region Service Centre Location

Region	Service Center	Location
EMEA/ North America	Superfy Service Centre	Dublin, Ireland
Asia Pacific	Superfy Group Service Centre	Brisbane, Australia

4. REPAIR PROCESS

4.1 Obtaining an RMA Number

Creating & Submitting an RMA to Superfy

- 1. The Customer / Partner completes the Superfy RMA Request form. (See the *Completing the RMA Request Form* section for the correct way to complete the form).
- 2. The Customer / Partner will send an email to support@superfy.com with the complete *RMA Request Form*.
- 3. Superfy will review the request and if complete and determined to be valid, will send an email to the Customer / Partner with a valid RMA number.
- 4. The Customer / Partner then prepares the defective part(s) for shipment to the designated Superfy Service Centre (See *How to Package the Equipment/Components for Return* section).
- 5. Include a shipment invoice with the following particulars:

- a. Mark clearly "***Invoice for customs purposes only with no commercial value***" on the shipment invoice.
- b. Show the RMA numbers, Product serial number and warranty status on the shipment invoice.
- c. State that the country of origin of the manufactured goods is Taiwan.
- d. Attach the shipment invoice and the packing slip to the outside of the carton with the RMA number clearly written on the carton.
- e. Use One of the following Ship To address:

**Superfy EMEA
DCU ALPHA Innovation Campus
Old Finglas Road,
Glasnevin, Dublin, D11KXN4**

Please Send to the Attention of: RMA Service Department

6. Please do not Return any RMA until authorised RMA Number is provided.
7. Any Products sent to Superfy without an RMA authorised number will be rejected.
8. Superfy will ship the repaired equipment to the address indicated on the RMA Request Form.

Completing the RMA Request Form

The chart below details the fields that must be completed on the form and provides a brief explanation for each.

Label	Description
Company	Use Company Name
Contact	Partner / Representative Responsible for RMA's
Telephone	Telephone # for the Partner responsible for RMA's
Email Address	The Customer/Partner email address responsible for RMA's
RMA Reason	Repair / DOA (<i>Dead On Arrival</i>) / Replacement / Damaged / Other
Date Reported	The date that the RMA request is submitted to Superfy
RMA Items	A detailed list in table form for ALL the equipment to be sent for repair
Special Arrangements	Indicate if different arrangements are to be made for Superfy to ship / return the repaired components, i.e., a different carrier or location
Product Code	The Product code or model number of Product being returned.
Serial Number	The serial number on the equipment label
Problem Description	A detailed description of the problem.
RMA Number	This can be left blank and Superfy will assign a number once the RMA is approved.
Warranty Status	To indicate if the equipment is to be treated as a warranty item. Use 'OUT' if RMA is chargeable to the company

Use the **RMA Items** section to list all the components that are being returned/sent to the Service Centre.

How to Package the Equipment for Return

Superfy have identified some specific instructions for packaging equipment to be returned.

1. First and foremost, the RMA number must be clearly stated on the packaging and all related documentation.
2. All Products must be returned in properly packed ESD material or anti-static bags.
3. Superfy will return the package, without repairing the equipment if they deem the package to be inappropriately packed.

Not following these instructions will further delay the repair turnaround time.

RMA #:

Date Reported:

Company: _____
Point of Contact: _____
Telephone #: _____
Email: _____
Return Ship-To Address:

Special Arrangements: _____

		<i>RMA Items</i>		
<i>Product Code</i>	<i>Serial #</i>	<i>RMA Reason</i>	<i>Problem Description</i>	<i>Warranty Status</i>

Please add a problem description tag on each item you return.

Customer Signature _____ **Date** _____

4.3 Service Charges

Superfy reserves the right to charge for all repairs not covered by the warranty, exclusions are detailed in section 2.4 (this is not an exhaustive list).

If a Product has been repaired by Superfy, and within three months after such a repair the Product requires another repair for the same problem, Superfy will do this repair free of charge. However, such free repairs do not apply to Products which have been misused, abused, or subjected to unauthorized disassembly/modification; placed in an unsuitable physical or operating environment; improperly maintained by the customer; or failure caused which Superfy is not responsible whether by accident or other cause

Service Charges for Out of Warranty Repairs

- Smart Sensor - €80* per smart sensor plus freight

*where the transactional currency is different, the amount will be charged at the above rate converted using the foreign exchange rate at the time of invoicing.

Before Superfy begin any repair work on out-of-warranty repairs, Superfy will send a quotation to the customer for the applicable repair charges. Customers must reference the quotation number listed under "Our Ref" when placing the purchase order to Superfy.

4.4 Repair - Turn Around Time (TAT)

Turnaround time for returns begins on the date that Superfy Service Centers receives the Product with the applicable RMA number and ends on the date the processed Product is available for return shipment. The definition of TAT is as follows:

TAT = Superfy Received Date ~ Superfy Available for return Ship Date

For Superfy Products the TAT is as below.

1. 180 days, the Product may need to be shipped back to the factory in Taiwan for repair.
2. Superfy will endeavour to have a buffer stock of 5 fully working units available as replacements. Once the buffer stock has been used up the next buffer stock will be created with next Production batch.

The TAT may be delayed if the customer:

1. Gives an insufficient error description, such as "does not work", or "failure".
2. Has modified the original design of the Superfy Product.
3. Delays a reply or fails to reply to a Superfy request for further information such as application environment and configuration.
4. Customer fails to respond to request for payment or quote acceptance.

4.5 Delays

In the case of an expected delay prolonging the above mentioned TAT by more than 3 days, Superfy shall immediately notify the customer and will agree a revised solution/schedule with the customer. If the Product has been excluded from warranty as per Section 2.3, the applicable TAT will not apply. Superfy will attempt to return the aforementioned Product on best effort basis.

4.6 Repair Service for Phased-out Products

Superfy will give sufficient notice to customer on the availability and duration of repair services for Products that are to be phased out.

4.7 Repair Report

Superfy returns each Product with a "Repair Report" which shows the result of the repair. A "Defect Analysis Report" is also provided to customers upon request.

4.8 Custody of Products Submitted for Repair

Superfy will retain custody of a Product submitted for repair for one month while it is waiting for return of payment. If the customer fails to respond within such period, Superfy will close the case automatically. Superfy will take reasonable measures to stay in proper contact with the customer during this one month period, if no resolution is forthcoming between Superfy and the customer, then storage and administration charges may be applicable.

4.9 Shipping Back to Customer

The forwarding company for RMA returns from Superfy to customers is selected by Superfy. If you require any special arrangements, please indicate this when shipping the Product to us. The customer must bear the extra costs of such alternative shipment.

4.10 Inspection of Returned RMA Product

After receipt of returned RMA Product, any discrepancies, damage or loss is to be advised to Superfy in the form of written notification within 7 working days. Failure to provide notification within this timescale to Superfy confirms that RMA Product has been deemed to be completed satisfactorily in accordance with the RMA Service Policy.

5.0 Force Majeure

Non performance of either party shall be excused to the extent that performance is rendered impossible by strike, fire, flood, governmental acts or orders or restrictions, failure of suppliers, or any other reason where failure to perform is beyond the reasonable control of and is not caused by the negligence of the non-performing party.

6. SERVICES

Superfy are able to provide additional customer services on request.

6.1 Extended Warranty

Once the standard warranty period expires, customers can request to continue with the same level of repair service ("Extended Warranty"). Please contact your Superfy account manager for the latest costs for 24 month Extended Warranty which require to be paid upfront during the initial warranty period.

Extended Warranty can be purchased during or before the original standard warranty has expired. If Extended Warranty is purchased outside the Standard Warranty, Superfy reserves the right to apply the Service Charges in Section 4.3 on Product received on a 'first time visit' after the original standard warranty has expired.

6.2 Service Agreement

In addition to Extended Warranty, Superfy can provide alternative maintenance solutions for out of warranty Product via Superfy Service Centers.

6.3 Technical Training

Under certain circumstances, Superfy can provide technical training. This includes set-up configuration and troubleshooting. Charges may be applicable.

6.4 Logistical Service

Superfy can provide logistical services for an additional fee on request. Superfy will stock and manage customer owned inventory, either at Superfy, or at strategically located sites globally. With an appropriate logistics plan, Superfy can deliver spare Product to most locations in the world.

6.5 Analysis Service

Superfy provides a Product defect analysis service in order to inform customer of defects for better customer satisfaction. The content in a "Defect Analysis Report" includes Product/problem information, inspection outcome, suggestions/actions, and follow-ups.

These reports will not be provided if a replacement is provided.

Superfy currently have other service centers at the following locations:

Superfy EMEA
DCU Alpha
Old Finglas Road, Glasnevin, Ireland

Superfy APAC
3/441 Nudgee Road, Hendra, QLD, Brisbane, 4011, Australia
Tel: +61 1300 893 610