

# SAMIM Group – Limited Warranty Policy

## 1. Warranty Coverage

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SAMIM Group warrants its **hardware products** to be free from defects in materials and workmanship under normal use for a period of **5 years** from the original date of shipment. Software products are not covered under this warranty and are provided separately under their own license agreements, subject to the terms and conditions specified therein. This limited warranty is provided to the **original purchaser or any subsequent owner**, provided SAMIM Group has been notified and confirmed in writing of the change of ownership.

This warranty is **TRANSFERABLE** to confirmed subsequent owners, subject to SAMIM Group's written confirmation of the ownership change.

## 2. Warranty Terms and Services

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In the event of a defect during the warranty period, and upon proper submission of a valid claim, SAMIM Group will, at its sole discretion:

- **Repair or facilitate the repair** the defective unit using new or refurbished components,  
or
- **Replace** the unit with a direct replacement product.

All repairs and replacements are warranted for the remainder of the original warranty period or ninety (90) days from the date of service or replacement, whichever is longer.

If repairs are conducted at the customer's site, reasonable out-of-pocket charges will apply. This service is only available where a local distributor or authorized representative is present.

## 3. RMA Process (Return Merchandise Authorization)

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To facilitate efficient resolution of warranty-related issues, SAMIM Group recommends that customers register their products by submitting a product registration form available on the SAMIM Group website. In the event of a suspected defect, the customer must complete the **Return Material Authorization (RMA) form**.

Upon review, SAMIM Group will issue formal RMA approval via email. Only after receiving this approval is the customer authorized to return the product.

Defective products must be double-boxed and securely packaged using the original packaging or an equivalent protective solution, clearly labeled with the RMA number on the outside of the shipment, and accompanied by a written description of the issue encountered, the date of

purchase, the name of the dealer or distributor, and the product's serial number. Products must be shipped prepaid and insured for the purchase price to the address provided by SAMIM Group's support team. Initial shipping costs are the responsibility of the customer until the product safely arrives at the designated service center.

## 4. Legal Notices, Limitations, and Disclaimers

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SAMIM Group shall bear no liability for any damages, whether direct, indirect, incidental, consequential, or financial, resulting from the use, inability to use, misuse or defects in the products (including data, footage, or customer work).

This includes damages caused by product failure, software or hardware defects, or claims by third parties, and this warranty does not cover damages caused by peripheral products or any effects on peripheral products resulting from the use of SAMIM Group equipment.

Any repairs or modifications to the products must be carried out by SAMIM Group or an authorized representative. Failure to comply with this condition will immediately void the warranty. The maximum liability of SAMIM Group, under any circumstances, shall not exceed the purchase price paid for the product or service.

SAMIM Group shall not be responsible for damages caused by external or force majeure events, such as lightning, natural disasters, power surges, or other forces beyond its control—irrespective of the product being used as part of a protective chain or system.

This limited warranty constitutes the sole and exclusive warranty provided by SAMIM Group and supersedes any prior or contemporaneous understandings or agreements. Any amendments or modifications must be in writing and signed by authorized representatives of SAMIM Group.

This agreement shall be governed by the laws of the Tüketici Hakem Heyeti and any disputes shall be subject to the jurisdiction of its courts.

The English version shall govern in case of any discrepancies. Translations are provided solely for convenience. Rights under this warranty may vary depending on your jurisdiction, and local laws may impose additional rights.

Certain jurisdictions do not permit the exclusion or limitation of incidental or consequential damages; therefore, some limitations here may not apply.