

## Warranty Policy for devices manufactured by Axioma Metering

### 1. Warranty Terms

1.1. Axioma Metering provides quality assurance for purchased devices according to the terms of the contract. The warranty is limited to the warranty period established for the devices due to the manufacturer's fault or obvious defects.

1.2. Exceptions and cases not covered by warranty:

- devices or their parts (thermometers, wires, etc.) are mechanically damaged and/or the device was opened.
- improper installation, maintenance or operation not in accordance with conditions specified in the technical manual
- humidity inside the device (the non-IP68 class device was flooded)
- warranty seals of the device damaged
- rubber sealing damaged
- devices were remodeled, changed, or repaired by people not authorized by Axioma Metering
- depleted battery before determined time, that was caused by client modifications to the device
- product failure is caused by circumstances that are beyond the control of Axioma Metering (e.g. improper functioning, the configuration of data network, voltage surges, unexpected weather conditions, etc.)

### 2. Return of warranty devices

2.1. In the case of faulty devices, it is necessary to inform Axioma Metering Technical Support Department by e-mail (**support.metering@axioma.eu**) by filling out the RMA form or filling out returning form on the Axioma Metering Customer platform <https://portal.axm.lt/>. If the Customer has an individual account in the Axioma Metering Customer platform, RMA should be only filled in the portal and e-mail is not needed.

2.2. Returns of devices with different defects must be recorded in a separate RMA. If the Customer returns more than one defect type (more than one RMA) in one shipment, it is highly requested to identify devices or separate them into different boxes.

2.3. The Customer shall indicate the reason when returning devices. If detailed information is not provided, device failure analysis and repair may not be possible.

- 2.4. It is mandatory to indicate all returned serial numbers in RMA form. If more than 20 devices are returned, it is mandatory to fill the exact number of devices and serial numbers are preferred but not mandatory.
- 2.5. If the information provided is correct Technical Support Department checks it and records RMA with the registration number.
- 2.6. Faulty devices should be shipped with registered RMA. Printed RMA form should be in the box with devices being returned. Only devices from the RMA list will be accepted for analysis and rework.
- 2.7. Any devices returned without explanation or registered RMA form are not processed and will be on hold until RMA documentation is in place. If the shipment is received from subcontractors or a third party, Axioma Metering will inform the original purchasing company about the incorrect RMA case. If no reply is received within 10 working days after notification, Axioma Metering reserves the right to return shipment to the consignor and/or issue an invoice for storage handling costs of 250 Eur per shipment after written notification to the original purchasing company.
- 2.8. In accordance with the requirements of the European Union, devices must be shipped with a proforma (non-EU) or delivery note (EU).
- 2.9. Devices for warranty repair must be provided in the manufacturer's or equivalent safety packaging, preventing potential damage that may affect the condition of the devices. Shipment costs to Axioma Metering are at the expense of the Customer.
- 2.10. If returned devices have individual serial numbers, it is requested to provide alternate individual serial numbers in advance to speed up the warranty process.
- 2.11. RMA registration number confirmed by Axioma Metering is valid for 90 days. RMA will be closed if devices according to RMA are not accepted in Axioma Metering within this period. The Customer will be informed by e-mail one week before the deadline.

*Devices with registered and attached printed RMA should be shipped to:*

**UAB Axioma Metering**  
**Repair workshop**  
**Veterinaru str. 52**  
**Biruliskes, Kaunas region LT-54469**  
**Lithuania**

### 3. Procedure of warranty repairs

- 3.1. Upon receipt, devices will be checked by technical personnel to confirm the fault described by the Customer and determine whether devices comply with warranty conditions.
- 3.2. If failure of the device is not detected, Customer's recorded non-compliance is not a fault, failure occurred not due to fault of the manufacturer or in the non-warranty cases specified in this Policy,

cost of defect detection should be borne by the Customer. Devices are returned without repair only after full payment of the mentioned costs.

- 3.3. After the warranty has been confirmed, devices or their parts shall be repaired within 20 working days (4 weeks). The duration of the repair may be extended in individual cases, depending on the delivery terms of the parts required for repairs, with additional notification to the Customer.
- 3.4. Axioma Metering expects fast response from the Customer for all the additional information or specifications needed to avoid delay in any step of the warranty process (analysis, repairing, replacement).
- 3.5. Devices are being repaired or replaced according to failure type. Replacement is only carried out in full compliance with warranty terms and conditions that are confirmed by Technical Support Department.
- 3.6. If the device was replaced with the new one, this device will be granted with the warranty term which is equal to the remaining warranty term of the respective defective device.
- 3.7. Devices are returned to the address indicated on the RMA form after repair. The report on the performed work during the repair may be given or could be downloaded from the Axioma Metering company website at the request of the customer.