

Sierra-Olympia Technologies, Inc.

RMA Terms & Conditions (Addendum to Standard Terms and Conditions of Sale)

1. SCOPE

These Terms & Conditions ("RMA Terms") apply to all repair, evaluation, and return-material-authorization (RMA) services provided by Sierra-Olympia Technologies Inc. ("SOTI") whether performed under warranty or on a paid, non-warranty basis. They supplement SOTI's standard Terms and Conditions of Sale and govern all RMA transactions unless otherwise agreed in writing by SOTI.

2. AUTHORIZATION AND RETURN PROCESS

All returns require prior written authorization and issuance of an RMA number by SOTI. Equipment returned without an RMA number may be refused. Customers are responsible for providing accurate product details, serial numbers, and fault descriptions.

3. SHIPPING AND RISK OF LOSS

Unless otherwise specified, the Customer shall bear all shipping charges and risks of loss or damage in transit when sending equipment to SOTI. SOTI will return repaired equipment to the Customer using standard, prepaid shipping at SOTI's discretion. Expedited shipping or special arrangements are at the Customer's expense.

4. EVALUATION AND QUOTATION

Upon receipt, SOTI will evaluate the returned equipment and provide an estimated cost for repair. No repair will be performed without Customer authorization. Evaluation fees may apply if the Customer declines the repair or if the item is deemed unrepairable.

5. REPAIR SCOPE AND WARRANTY

Repairs will be performed to restore the equipment to functional operation per SOTI specifications. SOTI does not warrant that repaired products will meet all original factory specifications or be suitable for new applications. Repairs are warranted for ninety (90) days from shipment against defects in materials and workmanship for the specific repair performed.

6. LIMITATION OF LIABILITY

SOTI's total liability arising from or related to any RMA service shall not exceed the amount paid by Customer for that service. In no event shall SOTI be liable for any indirect, incidental, consequential, or special damages, including loss of data, profits, or use.

7. TITLE TO REPLACED PARTS

Replaced parts become the property of SOTI unless otherwise agreed in writing. SOTI may dispose of, recycle, or retain such parts at its discretion.

8. DATA AND CONFIDENTIAL INFORMATION

Customer is responsible for backing up and removing any confidential or proprietary data from returned items prior to shipment. SOTI assumes no liability for loss or disclosure of Customer data.

9. EXPORT CONTROL COMPLIANCE

Customer acknowledges that products and related technical data may be subject to U.S. export laws and regulations. Customer shall not export, re-export, or transfer items returned to or received from SOTI except in compliance with applicable U.S. law.

10. GOVERNING LAW

These RMA Terms shall be governed by and construed in accordance with the laws of the State of Oregon, without regard to conflict of law provisions.

11. ENTIRE AGREEMENT

These RMA Terms, together with any SOTI quotation or acknowledgment referencing them, constitute the entire agreement governing RMA services. Any Customer terms or conditions, including those in a purchase order, that conflict with or add to these RMA Terms are expressly rejected.