

DEFECTS AND ADDITIONAL WARRANTY POLICY (DAWP)

Dear qbrobotics customer,
in order to improve its service level, in addition to the "Ordinary Warranty" already provided by qbrobotics' General Terms and Conditions, qbrobotics s.r.l. ("**qb**") is introducing the present *Defects and Additional Warranty Policy (DAWP)* for its customers' (the "**Customers**") convenience, at the following terms.

1. APPLICATION

- 1.1. This DAWP is an integral part of qb' General Terms and Conditions, Version of February 2023 (the "GTAC") and shall apply to any quotation, purchase order, order confirmation and any sales and/or provisions of products and/or services by qb from May 1st 2022 on. In case of conflict with GTAC, the present terms shall prevail.
- 1.2. This DAWP applies to any pending contract.
- 1.3. This DAWP also applies to any executed contract, as far as applicable to the services offered.
- 1.4. This DAWP applies to any product category, unless differently and explicitly provided.

2. DEFINITION

- 2.1. For purposes of this Agreement:
- 2.2. "Faulty Device" means a device which, although used in accordance with the provisions of the User's Manual, has permanent or not permanent damage to the mechanical, electrical, or electronic parts that impair its efficiency or use.
- 2.3. "User Failure" means opening the assembly or cover of the original received product or when the failure is caused by wrong connection or misapplication by the user. In case of "user failure", the product shall be considered as "Out-of-Warranty".
- 2.4. "Tampered products" refers to a product resulting from any of the following activities: opening the device removing or replacing parts of it, interference with, damage to, alteration of, connection to or removal of any piece that is part of the device. Any apparatus on which the security seals have been removed, nicked, or compromised shall be deemed to have been tampered with. Any device used in non-standard conditions of use in terms of immersion and/or contact with liquids and dusts shall also be considered tampered with. Any device used at temperatures and conditions outside the standards indicated in the user manual is tampered with. In case of "Tampered product", the Product shall be considered as "Out-of-Warranty".
- 2.5. "Out-of-warranty" means any product for which the warranty is excluded or expired.
- 2.6. "RMA" means Returned Merchandize Authorization.

3. RMA PROCEDURE FOR FAULTY DEVICE

- 3.1. The following procedure is applicable to any Faulty Device.
- 3.2. In the event of a device failure, the Customer must follow instructions on <https://qbrobotics.com/contacts/> indicating the device model, the serial number and describing the failure.
- 3.3. Once it has been verified that a remote restoration cannot be provided, the support team opens the RMA procedure and passes it on to qb Administration. Administration will promptly contact the customer giving instructions for the correct export of the device.
- 3.4. Procedure for shipping devices. The customer must send the device using the "temporary export" procedure. The application of export procedures involving custom clearance costs for qb will not be accepted. In case of incorrect export procedure by the customer, qb will refuse the package.
- 3.5. The customer sends the faulty device at his own expense.
- 3.6. Devices sent without prior authorization from qb Administration or without complying with the specified procedure will be refused and will be returned to the sender, at client's expenses.
- 3.7. If device sent outside the support authorization is accepted by mistake, qb will inform the customer whether and how the procedure can be remedied. If the procedure cannot be remedied, the customer shall be invited to collect the product at his or her own expense.
- 3.8. Products NOT collected within 60 days of notification will be destroyed. The customer shall not be entitled to any reimbursement or indemnity for disposal.

4. OPTIONAL PRODUCT REVISION

- 4.1. This option applies exclusively to the following products: **qb SoftHand Research, qb SoftHand 2 Research, qb SoftHand Industry and qb SoftClaw.**
- 4.2. The option in point 4 does not apply to Defective Devices. Within a maximum period of 30 days prior to the expiry of the ordinary warranty period, the customer has the option of requesting an overhaul of its device.
- 4.3. The customer shall notify the intention to apply for the Revision of the product service.
- 4.4. The customer, at his own expense, sends the device to qb, which proceeds with an analysis of the conditions of use of the device. Art. 3.5, 3.6, 3.7 and 3.8 apply to the procedure.
- 4.5. qb will inform the customer about the outcome:
 - 4.5.1. In the event of normal use of the device, qb shall, subject to the Customer's prior written approval, recondition the device by renewing all consumables (curtains and rubber bands) and recalibrating the device. Once reconditioned, the device shall be returned to the Customer. The return of the reconditioned device shall be borne by qb. For the reconditioning of the device, the customer shall pay the cost indicated in the current Price List for the *Defective Product Management and Warranty Extension (GPD-EG)* service. The product will be warranted for an additional 12 months from the return of the device. qb will make every reasonable effort to refurbish the product

in order to return the device to the Customer in the shortest possible time (up to 4 working weeks).

4.5.2. In case of out-of-normal-usage, subject to the Customer's prior written approval, qb is willing to recover the product at the Customer's full expense, including the costs of returning the device. The product shall be guaranteed for a further 12 months after return of the device.

4.5.3. qb is not issuing its internal report about the analysis on the product. In case of out-of-normal-usage, the Customer may request to have a copy of the report. The cost of the report is € 300,00.

5. QB INTERVENTION FOR PRODUCTS UNDER WARRANTY

- 5.1. The provisions of this Article 5 shall apply to any Device sold by qbrobotics that is Faulty.
- 5.2. qb will repair any Faulty Device under warranty at its own expenses.
- 5.3. In the event the device cannot be repaired, qb will replace it for free.
- 5.4. qb will make any reasonable efforts to repair /replace Faulty products to return the device to the Customer in the shortest possible time (up to 6 weeks).
- 5.5. Art. 3.5, 3.6, 3.7 and 3.8 apply to the procedure.

6. WARRANTY-EXPIRED SERVICES FOR QB SOFTHAND RESEARCH AND QB SOFTHAND 2 RESEARCH.

- 6.1. The services under art. 6 apply exclusively to the following products: **qb SoftHand Research, qb SoftHand 2 Research.**
- 6.2. The following services are applicable to all products referred to in Article 6.1 that are Out of Warranty pursuant to Article 2.5.
 - 6.2.1. Consumable's replacement: qb will renew all consumables (tendon and rubber bands) plus the device recalibration.
 - 6.2.2. Cover and Glove's replacement: The replacement of the device cover can only be carried out by qbrobotics' personnel, in case of damage qb will replace cover and glove.
 - 6.2.3. Mechanical damages: if possible qb will repair the any mechanical parts of the product.
 - 6.2.4. Electronical and/or Mechanical damages: if possible qb will repair the electronic components of the device. If the device also requires repair work on individual mechanical parts qb shall also carry out such work. The repair work covered by this Article shall in no way be deemed to be a complete replacement of the product.
- 6.3. Repairs shall be carried out at the cost indicated in the price list referring to REPAIR OF DEVICES OUT OF WARRANTY in force at the time of the repair request. The customer may request the current version of the price list at any time.
- 6.4. All shipping and other costs back-and-forth must be added to the above costs. The Customer must approve the repair in writing.

6.5. Devices that cannot be repaired shall be replaced at the price indicated in the price list referring to REPAIR OF DEVICES OUT OF WARRANTY plus all shipping and other costs. The Customer must approve the repair in writing.

6.6. Art. 3.5, 3.6, 3.7 and 3.8 apply to the procedure.

7. WARRANTY-EXPIRED SERVICES FOR QB SOFTHAND INDUSTRY.

7.1. The services under art. 7 apply exclusively to the following products: **qb SoftHand Industry**.

7.2. The following services are applicable to all products referred to in Article 7.1 that are Out of Warranty pursuant to Article 2.5.

7.2.1. Consumable's replacement: qb will renew all consumables (tendon and rubber bands) plus the device recalibration.

7.2.2. Mechanical damages: if possible qb will repair the any mechanical parts of the product.

7.2.3. Electronical and/or Mechanical damages: if possible qb will repair the electronic components of the device. If the device also requires repair work on individual mechanical parts qb shall also carry out such work. The repair work covered by this Article shall in no way be deemed to be a complete replacement of the product.

7.2.4. Gearmotor unit: if possible qb will replace the gearmotor unit with a new one.

7.3. Repairs shall be carried out at the cost indicated in the price list referring to REPAIR OF DEVICES OUT OF WARRANTY in force at the time of the repair request. The customer may request the current version of the price list at any time.

7.4. All shipping and other costs back-and-forth must be added to the above costs. The Customer must approve the repair in writing.

7.5. Devices that cannot be repaired shall be replaced at the price indicated in the price list referring to REPAIR OF DEVICES OUT OF WARRANTY plus all shipping and other costs. The Customer must approve the repair in writing.

7.6. Art. 3.5, 3.6, 3.7 and 3.8 apply to the procedure.

8. WARRANTY-EXPIRED SERVICES FOR QB SOFTCLAW.

8.1. The services under art. 8 apply exclusively to the following products: **qb SoftClaw**.

8.2. The following services are applicable to all products referred to in Article 8.1 that are Out of Warranty pursuant to Article 2.5.

8.2.1. Consumable's replacement: qb will renew all consumables (tendon and rubber bands) plus the device recalibration.

8.2.2. VSA Mechanical damages: if possible qb will repair the any mechanical parts of the product.

8.2.3. External Mechanical damages: if possible qb will repair the mechanical parts of the product (flange, fingers, connections).

- 8.2.4. Electronical damages: if possible qb will repair both electronical parts of the product.
- 8.3. Repairs shall be carried out at the cost indicated in the price list referring to REPAIR OF DEVICES OUT OF WARRANTY in force at the time of the repair request. The customer may request the current version of the price list at any time.
- 8.4. All shipping and other costs back-and-forth must be added to the above costs. The Customer must approve the repair in writing.
- 8.5. Devices that cannot be repaired shall be replaced at the price indicated in the price list referring to REPAIR OF DEVICES OUT OF WARRANTY plus all shipping and other costs. The Customer must approve the repair in writing.
- 8.6. Art. 3.5, 3.6, 3.7 and 3.8 apply to the procedure.

9. WARRANTY-EXPIRED SERVICES FOR STANDARD KIT AND DELMO KIT.

- 9.1. The services under art. 9 apply exclusively to the following products: **Standard Kit** and **DelMo Kit**.
- 9.2. The Customer agrees to bear the fixed cost of EUR 300 to cover the check necessary to identify the damage. This amount shall be due even if the customer decides not to proceed with the repair of the individual qbMove or Kit. The cost of the check will be deducted from the amount of the repair.
- 9.3. The following services are applicable to all products referred to in Article 9.1 that are Out of Warranty pursuant to Article 2.
- 9.3.1. Consumable's replacement: qb will renew consumables (tendon/springs) plus the device recalibration of each individual qbMove or of the Kits as a whole.
- 9.3.2. Electronical damages: if possible qb will restore electronical parts of each individual qbMove or of the Kits as a whole.
- 9.3.3. Electronical damages and Consumable's replacement: qb will repair the product both consumables and electronical (if possible) of each individual qbMove or of the Kits as a whole.
- 9.4. Repairs shall be carried out at the cost indicated in the price list referring to REPAIR OF DEVICES OUT OF WARRANTY in force at the time of the repair request. The customer may request the current version of the price list at any time.
- 9.5. All shipping and other costs back-and-forth must be added to the above costs. The Customer must approve the repair in writing.
- 9.6. For devices impossible to repair, qb will, at the customer's request, send a quotation for a new Kit or individual qbMove.
- 9.7. If the customer decides not to repair the kit or the qbMove, he will arrange the collection and return of goods at its own expense.
- 9.7.1. Collection of the unrepaired devices shall take place no later than 60 days from the date of notification of the inability to repair by qb.
- 9.7.2. Products NOT collected within 60 days will be destroyed. The customer shall not be entitled to any reimbursement or indemnity for disposal.

9.8. Art. 3.5, 3.6, 3.7 and 3.8 apply to the procedure.

10. OPTIONAL EXTENSION WARRANTY

- 10.1. The option in Article 10 applies exclusively to the following products: **qb SoftHand Research, qb SoftHand 2 Research, qb SoftHand Industry and qb SoftClaw.**
- 10.2. With a minimum notice of 30 days before the expiration of the ordinary warranty, the customer may request to extend the ordinary warranty for additional 12 months, notifying it to *sales@qbrobotics.com*.
- 10.3. The cost of the Optional Extension Warranty shall be indicated in the Price List in force at the time of the request under 10.2.
- 10.4. Automatic Extension of Warranty Repaired or replaced products will receive a 6-month extension of warranty on the replaced/ repaired item from the date of return. Should this extension expire before the original guarantee expires, the longer term of the original guarantee shall prevail.
- 10.5. The automatic extended warranty is however only valid once within the 6-month period.

11. MISCELLANEOUS

- 11.1 qb reserves the right not to sell any further devices to those who have tampered with the product. qb's distributors will be informed about the clients in blacklist.
- 11.2 Furthermore, pursuant to Articles 1341 and 1342 of the Italian Civil Code, the Parties hereby declare that they have specifically approved the terms and conditions of the present Contract as set forth in Articles 3.8; 4.3; 9.7.2; 10.2.