

## Hardware Warranty and RMA Policy

August 2022

### **HARDWARE WARRANTY RETURNS**

If you are experiencing technical issues, please contact Global Cloud Fleet's support. Contact information can be found at [www.globalcloudfleet.com/contact-us](http://www.globalcloudfleet.com/contact-us).

Global Cloud Fleet stands behind its Hardware Products. Hardware Products have a warranty that lasts for as long as you continuously maintain a valid subscription for such Hardware. During the applicable warranty period, Hardware units exhibiting material defects will be replaced free of charge as described in this Hardware Warranty Returns section.

To request a return materials authorization ("RMA") under this Hardware Warranty Returns section, please contact Global Cloud Fleet support. If your RMA request is approved, Global Cloud Fleet will provide you with an RMA number and a return shipping label for the defective Hardware units free of charge. We will ship all replacement Hardware once your RMA request has been approved and processed. Global Cloud Fleet may replace the returned device as repaired or by a refurbished device.

You must return the defective Hardware units to Global Cloud Fleet for receipt within twenty-one (21) days of provision of the return shipping label. If Global Cloud Fleet does not receive the defective Hardware units within this twenty-one (21) day period, Global Cloud Fleet reserves the right to charge you, and you agree to pay, the fees and costs associated with the device replacement.

If you request an RMA and no material defect is found with your Hardware unit, Global Cloud Fleet reserves the right to charge you, and you agree to pay, the fees and costs associated with shipping the Hardware unit and a reasonable service fee. In such case, we will contact you before taking further action.