

RAEDIAN Product Warranty Terms

1. Standard Warranty Coverage

1.1 RAEDIAN warrants the original purchaser that the RAEDIAN Product NEO, NEX, NORA, and GEMINI series will be free from defects in material and function design, workmanship and materials under substantiated normal use for the shorter period between 36 months from the date of the end users purchase and 42 months after the product arrives at the distributor's warehouse from the EU warehouse or arrives at the destination port. This warranty also applies to accessories.

1.2 A valid bill of sale, receipt substantiating the purchase and its date, or cargo receipt must be provided to RAEDIAN. The product code affixed to the product must be complete and undamaged within the warranty period to obtain warranty service.

1.3 When a product or part is replaced, all replaced products or parts shall become the property of RAEDIAN.

1.4 This warranty is applicable in all countries.

1.5 To seek warranty assistance from RAEDIAN, the distributor must immediately notify RAEDIAN in writing upon receiving a defect report. This can be done by email to support@RAEDIAN.eu or via the website www.RAEDIAN.com.

1.6 In the case of a justified return of a defective product within the first 3 months after purchase, RAEDIAN will bear the return shipping cost and allow distributors to request full charger replacements. From the 4th month onward, distributors are responsible for return shipping costs, while RAEDIAN will cover the cost of sending back a refurbished or renewed unit.

2. Extended Warranty Policy

2.1 Each product series has its own extended warranty pricing, currently applicable to the following models: NORA, NEO, NEX, and GEMINI. The maximum extension period is up to 2 years.

2.2 The start date of the warranty period is calculated as 180 days after the order delivery date.

2.3 Extended warranty pricing is as follows:

Description	Price
1-year renewal for NEO Series	€30
2-years renewal for NEO Series	€45
1-year renewal for NORA Series	€20
2-years renewal for NORA Series	€30
1-year renewal for NEX Series	€40
2-years renewal for NEX Series	€60
1-year renewal for GEMINI Series	€300
2-year renewal for GEMINI Series	€450
Permanent Renewal for eSIM Series	€69

3. Warranty Service Coverage

3.1 Free after-sales support with a 24 working-hour SLA on business days.

3.2 Free firmware upgrades and system failure recovery services during the warranty period.

4. Exclusions and Limitations

a. Incorrect installation performed by customer or installer.

b. Negligent installation and/or installation not conducted in accordance with the product Installation Manual and local codes, relevant regulations, and any applicable legal requirements and industry standards.

c. Inappropriate use, misuse, neglect, or careless operation of the product, or if it has been used or maintained in a manner not compliant with the product Installation and User Manual, has been altered in any way, or has had any serial number or other identification markings removed or tampered with.

- d. Failure to use the product in accordance with the product User Manual.
- e. Use of the product for purposes other than its intended use.
- f. Connecting the product to an improperly rated electricity supply.
- g. Accidental or deliberate damage, theft, or vandalism.
- h. Use of parts and accessories that are not approved by RAEDIAN together with or in the product.
- i. Failure to perform any recommended maintenance or damage due to normal wear and tear, damage to surface coatings, or damage caused by excessive heat or solvents.
- j. Circumstances beyond our control, external sources (including but not limited to floods, storms, earthquakes, and fires), electrical outages, power surges, or other environmental influences, foreign materials, contamination (such as smoke, salt, chemicals, or other impurities).