

Relport, Inc. Warranty and Repair Support Policy

Effective Date: 1/1/2026

At Relport, Inc., we want our customers to feel confident using our products for the long term. This Warranty and Repair Support Policy explains how we handle warranty support, repairs, and product issues in a practical, customer-focused way.

This Policy is intended to work alongside Relport's Terms and Conditions of Sale. In the event of a conflict between this Policy and Relport's Terms and Conditions of Sale, the Terms and Conditions of Sale will control.

1. Contact Information

Relport, Inc.

andi@relport.com

509-961-2744

relport.com

2. Our Support Commitment

Relport stands behind its products and aims to handle support requests fairly, promptly, and in good faith. If a customer experiences a product issue, Relport will work with the customer to understand the issue and determine the most appropriate support path.

3. Products Covered by This Policy

This Policy applies to products manufactured by Relport, Inc. ("**Relport Products**").

Some kits, assemblies, or packaged products sold by Relport may include products, parts, accessories, cables, tools, hardware, devices, or other components manufactured by third parties ("**Third-Party Products**"). Third-Party Products are addressed separately in Section 8 of this Policy.

4. Warranty Coverage for Relport Products

Relport warrants that Relport Products will be free from defects in material and workmanship under normal, proper, and authorized use, installation, and service for a period of **fifty (50) years** from the date of original shipment by Relport, unless Relport states a different warranty period or product-specific warranty in writing.

This warranty is intended to follow the product during the warranty period and is not limited solely to the original purchaser, unless Relport states otherwise in writing for a specific product.

5. What Relport Will Do

If a covered issue arises during the applicable warranty period, Relport will use commercially reasonable efforts to do one of the following:

1. repair the product;
2. replace the product with the same or a functionally equivalent product, which may be new, repaired, or refurbished; or
3. if repair or replacement cannot reasonably be provided, offer an equitable prorated refund or credit.

Relport will choose the support option that is most appropriate under the circumstances, taking into account the nature of the issue, product availability, and practical service considerations.

6. How to Request Support or Repair

Customers seeking support should contact Relport and provide as much helpful information as reasonably available, such as:

- product name or description;
- approximate purchase or shipment date, if known;
- serial number or identifying information, if available;
- a description of the issue;
- relevant operating conditions, wiring details, photographs, fault records, or test results, if available.

Relport may provide troubleshooting guidance, return instructions, shipping instructions, or an internal reference number to help track the issue. A customer's failure to obtain or include a reference number will not, by itself, invalidate an otherwise valid warranty or support claim if the product can still be reasonably identified and processed.

7. Shipping for Warranty Support

For covered warranty claims involving Relport Products, Relport will cover shipping charges for shipment of the product to Relport and return shipment to the customer.

Customers are asked to package returned products carefully to help avoid shipping damage in transit.

8. Third-Party Products and Kits

Some products sold by Relport, including kits or bundled assemblies, may include Third-Party Products that are not manufactured by Relport.

Unless Relport expressly states otherwise in writing, Relport's fifty (50) year product warranty does **not** apply to Third-Party Products themselves.

However, Relport does stand behind the accuracy of its kits and shipments. For kits or bundled products that include Third-Party Products, Relport warrants that the kit or shipment will substantially conform to Relport's order description at the time of shipment.

If a Third-Party Product is covered by an assignable manufacturer warranty, Relport will reasonably cooperate in helping the customer pursue or receive the benefit of that warranty where practical.

9. Exclusions

Relport's warranty for Relport Products does not apply to issues caused in whole or in part by:

- misuse, abuse, neglect, accident, vandalism, or improper storage, handling, transport, or maintenance;
- installation, wiring, calibration, integration, or operation not in accordance with Relport instructions, specifications, or good industry practice;
- modification, alteration, repair, disassembly, or service by persons not authorized by Relport, where such activity caused or contributed to the issue;
- operation outside rated, intended, or environmental conditions;
- external causes such as surges, overvoltage, undervoltage, electrical transients, lightning, water intrusion, contamination, corrosion, fire, flood, or similar causes; or
- ordinary wear and tear, cosmetic damage, or consumable items.

10. Repaired or Replacement Products

Any repaired or replacement product provided by Relport under this Policy will continue to be covered for the balance of the original applicable warranty period for the original product.

11. Non-Warranty Support

Even when an issue is not covered under warranty, Relport may still be able to assist with troubleshooting, repair evaluation, replacement options, or paid service, depending on the product and circumstances.

12. Disclaimer of Other Warranties

Except for the express warranty described in this Policy and any express written warranty separately issued by Relport, Relport disclaims all other warranties to the maximum extent permitted by law, whether express, implied, statutory, or otherwise, including any implied warranty of merchantability, fitness for a particular purpose, title, and non-infringement.

13. Limitation of Liability

Relport is committed to supporting its customers fairly, but its product pricing does not include responsibility for broader downstream business losses. To the maximum extent permitted by law, Relport will not be liable for incidental, indirect, special, exemplary, punitive, or consequential damages, or for loss of profits, loss of revenue, loss of use, loss of data, cost of substitute goods, cost of downtime, or business interruption arising out of or relating to any product, warranty claim, repair, or support issue.

14. Questions

If you have any questions about warranty coverage, repairs, support, or whether a specific product or kit is covered, please contact Relport directly.

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