

General Terms and Conditions of Sale

I. Scope of Application of the General Terms and Conditions

- (1) The terms and conditions herein (hereinafter “**Conditions**”) supplement any of Innolume GmbH’s (“**Innolume**”) offers and confirmations and shall apply to all offers, sales, deliveries and services made or rendered by Innolume GmbH (“**Innolume**”).
- (2) General terms and conditions or purchase conditions of any customer (hereinafter “**Customer**”) which deviate from the Conditions set forth herein are hereby expressly contradicted. They shall not apply in relation to Innolume.
- (3) Innolume and the Customer (hereinafter the “**Parties**”) did not enter into any oral understanding or arrangement within the scope of these Conditions. Any understanding or arrangement deviating from these Conditions shall only be valid and binding upon the written consent of Innolume. Any such deviating understanding or arrangement consented in writing by Innolume shall prevail the provisions of these Conditions.
- (4) These Conditions shall also apply to any future contracts and business relations in current business dealings of the Parties.
- (5) These Conditions shall only be applicable within the scope of business and commercial dealings, i.e. vis-à-vis entrepreneurs (*Unternehmer*) within the meaning of section 14 para. (1) German Civil Code (BGB), legal entities under public law and special funds under public law within the meaning of section 310 para. (1) BGB.

II. Conclusion of Contract, Commercial Letter of Confirmation

- (1) Any offers of Innolume, cost estimates, statements in catalogues, brochures, advertisements and price lists etc. as well as any specifications, illustrations and measurements shall be considered as approximations only. They are made by Innolume without legal obligation and are subject to confirmation by Innolume. No legally valid contract shall come into existence until Innolume confirms all Customer’s offers and orders in writing. The same shall apply to any supplements, alterations or side agreements.
- (2) Written confirmation of Customers’ orders and offers by Innolume shall be deemed to refer to these Conditions, even if not explicitly referred to in the confirmation. In case the general terms and conditions or purchase conditions of any Customer deviate from the Conditions set forth herein, such written confirmation of Innolume is deemed to be a counter offer within the meaning of section 150 para. (2) BGB. These Conditions shall be deemed to be accepted at the latest upon the Customers’ acceptance of the goods or services unconditionally and without reservation.
- (3) In case a commercial letter of confirmation (*Kaufmännisches Bestätigungsschreiben*) refers to the general terms and conditions of Innolume, these Conditions shall govern and be incorporated in the contract.

III. Assignment of Claims, Rights and Obligations

The assignment of any claims, rights and obligations under the contract to a third party on the part of the Customer shall only be valid upon Innolume's written consent.

IV. Prices

- (1) Unless expressly agreed otherwise, prices quoted in Innolume's order confirmations are ex works (Dortmund, Germany), exclusive of packaging, freight and insurance and net of statutory value-added tax (VAT) as applicable from time to time and without any custom duties (Incoterms 2020).
- (2) In case the goods or services are to be delivered more than 4 (four) months after the conclusion of the contract, Innolume is entitled to adjust the prices agreed upon in case of currency fluctuations by more than 5% or in case of an increase of (i) the costs of material, production, packaging, distribution or transportation or (ii) any applicable charges or customs under public law to be borne by Innolume. Such price adjustment shall be based upon Innolume's calculation of the price at the time the contract was concluded and only relate to the actual increase in costs. Through the price adjustment Innolume shall not be entitled to increase its profits. Furthermore, a price adjustment shall be excluded to the extent Innolume is responsible for the increase in costs.

V. Payment Conditions

- (1) Invoices are due without discount or deductions no later than 30 days the date of the invoice. Any and all costs of payment transactions shall be at the Customer's expense.
- (2) Date of payment is the day on which Innolume has the money at its disposal.
- (3) In the event the Parties have agreed on payment in instalments, the aggregate amount of the invoice shall become due immediately when the Customer is in delay with one instalment payment for more than 14 days, the Customer ceases to pay the instalments or insolvency proceedings are opened against the Customer's assets or the commencement of such proceedings is denied for in-sufficiency of assets.
- (4) Innolume is entitled to demand interest beginning with the due date of the respective invoice.
- (5) Innolume reserves the right to refuse the acceptance of cheques or bills of exchange. Cheques and bills of exchange are accepted for payment purposes only.
- (6) At all events Customers are only entitled to set off, withhold or reduce payments if Innolume has consented thereto, if the counterclaim is undisputed or has been established by final court decision.
- (7) Innolume reserves the right to assign claims arising from the business relationship with the Customer.

VI. Terms and Time of Performance, Export Controls

- (1) Unless expressly agreed otherwise in writing, the time of performance stated by Innolume is an approximation only and shall not be binding.
- (2) Delays in providing the goods owing to force majeure or to unforeseeable impediments beyond Innolume's control, e.g. acts of God or natural phenomena, plant interruptions, riots, strikes, justifiable lockouts, lack of means of transportation, difficulties to procure necessary raw materials, orders imposed by public authorities and supplies not delivered by suppliers of Innolume, shall automatically extend the agreed times and dates of performance by the period of the force majeure or the period of the impediment plus an adequate period for the resumption of business by Innolume and shall not provide for liability of Innolume. The same applies when – as mutually agreed – individual parts of performance have been transferred to an external supplier and the external supplier's performance is impeded. If the goods cannot be provided within the extended performance period either, Innolume is entitled to withdraw from the contract in whole or in part.
- (3) As far as economically reasonable for the Customer, Innolume is entitled to partial deliveries.
- (4) In case of delay Innolume will immediately inform the Customer about the estimated length of the delay in performance. After the notification of Innolume the customer shall inform Innolume about the estimated damage caused by such delay. In case the estimated damage exceeds 20 % of the amount invoiced with respect to the goods or services in delay of the performance, the Customer shall immediately make an effort to – and, if possible – to effect a covering purchase and concurrently rescind the contract with regard to the part not yet performed. Innolume's liability for damage claims on the basis of the default is limited to 50 % of amount invoiced with respect to the good or service in delay. Section XII of these Conditions remains unaffected.
- (5) Goods of Innolume may be subject to export controls and their delivery may be subject to compliance with the applicable export control regulations. Innolume shall not be responsible for any delays in delivery and/or for non-delivery caused by compliance with the relevant export controls laws. The Customer undertakes for its part to strictly comply with the respective export controls regulations when exporting goods of Innolume.

VII. Place of Performance, Passing of Risk, Acceptance of goods and Delay of Acceptance

- (1) Place of performance is the place of business of Innolume (ex works). At the request and expense of the Customer, the goods will be shipped to another location (*Versendungskauf*). Unless agreed otherwise in writing, Innolume shall not be responsible for insuring transportation or shipments.
- (2) Acceptance of goods is a primary duty of the Customer.
- (3) If the Customer is in delay of acceptance, fails to cooperate or if Innolume's performance is delayed for other reasons for which the Customer is responsible, Innolume shall be entitled to claim compensation for the damage including additional expenses (e.g. storage costs). For this purpose, Innolume shall charge a compensation of 2,5 % of the

amount invoiced per week, starting with the notification that the goods are ready for pick-up or shipment, up to a maximum total of 10 % of the amount invoiced in case of a permanent non-acceptance of the goods. The evidence of a higher damage and Innolume's statutory claims (in particular reimbursement of additional expenses, reasonable compensation, termination) shall remain unaffected; however, the compensation sum shall be deducted from any further monetary claims. The Customer shall be entitled to prove that Innolume has suffered no damage at all or only substantially less damage than the aforementioned compensation sum.

- (4) Call-off contracts shall be carried out within the timeframe agreed upon and, if no timeframe is agreed upon, within 365 days of Innolume's order confirmation. If the Customer does not place call-off orders within such timeframe, default begins with the expiration of such timeframe and the notification of dispatch of Innolume. Further claims of Innolume shall remain unaffected, particularly damage claims on basis of Customers' default and damage claims on basis of the Customers' omission to place call-off orders.

VIII. Warranty for defects chip on submount

- (1) The Customer shall examine the goods immediately following the provision of the goods by Innolume insofar as this is practicable in the proper course of business in accordance with sections 377, 378 of the German Commercial Code (HGB) and if a defect becomes apparent shall advise Innolume of such defect in writing with undue delay after carrying out the examination, in case of hidden defects with undue delay after their discovery. Otherwise, the goods are to be deemed approved, also with regard to this defect, and any warranty claims or rights of the Customer are deemed forfeited.
- (2) In case the goods have an identification number the Customer is obliged to transmit the respective identification number to Innolume in order to exercise its warranty rights.
- (3) According to commercial custom and usage Innolume shall be entitled to deliver a deviant quality of goods. In case of built-to-print orders, Innolume shall to the extent legally permissible not be liable for defects resulting from specifications of and change requests to the delivered goods explicitly requested by the Customer. Section XII of these Conditions remain unaffected.
- (4) Unless expressly agreed otherwise, are specifications of materials and goods, particularly those referring to DIN-classifications, statements in catalogues, brochures, advertisements and other documentation as well as any specifications, illustrations and measurements are descriptions only and shall not express warranties or guarantees.
- (5) In the event the Parties agreed upon the acceptance of goods by a third party (e.g. approval by the German Technical Inspection Authority (TÜV)) or in case such acceptance is customary according to commercial custom and usage, Innolume shall not be liable and shall not warrant for the timeliness of such acceptance by a third party. Innolume's duty to deliver the goods is fulfilled by giving notification to the third party of the readiness of the goods for acceptance.
- (6) Unless expressly agreed otherwise, any warranty claims of the Customer based on defects against Innolume shall be limited to repair or replacement of the defect good subject to the choice of Innolume. Only if Innolume was given the opportunity to repair or replace the respective defective good within a reasonable period of time, the Customer

shall be entitled to assert further claims, i.e. reduction of the purchase price or rescission from the contract. If the condition of a good falls short of a condition guaranteed by Innolume, the Customers' claims for damages according to statutory law shall remain unaffected.

- (7) For the purposes of subsequent performance (repair or replacement of the defect goods), Innolume shall be entitled to ask the Customer for samples of the defective goods. Supplementary performance shall be deemed failed only, if the Customer satisfies that request, unless the supplementary performance is inexpedient, particularly in case of impossibility of performance or hardship.
- (8) In case Innolume caused the defect intentionally or by gross negligence, concealed the defect with intent to deceive, in case goods delivered by Innolume were used in construction and caused a defect of a building and with respect to claims under a right of recourse according to section 478 BGB, the statutory warranty periods shall apply. In all other cases, the warranty period shall terminate 12 (twelve) months after the dispatch of the goods, unless statutory law provides for a shorter warranty period.
- (9) If a notice of defect has been falsely made, the Customer shall reimburse Innolume, upon billing, the expenses incurred by Innolume for examining the defect and reviewing the notice of defect.

IX. Warranty for defects packaged goods

- (1) If a product doesn't work properly in a reason of a defect in materials or fault performance, Innolume GmbH will, for the length of the period of one year, starting with the date of the provision of the product, at its option either repair the product with new or refurbished parts, or replace it with new or a refurbished product.
- (2) The decision to repair or replace will be made by Innolume. During the "Labor" Limited Warranty period there will be no charge for labor. During the "Parts" Limited Warranty period, there will be no charge for parts.
- (3) The customer pays the freight for shipping the defective products to Innolume. After repair or replace, Innolume will ship and pay for the products being shipped back to the customer.
- (4) This limited warranty only applies to products produced and serviced in Germany or produced and serviced by official dealer or resellers. Customers will need to pay the freight for shipping to Innolume. If Innolume's fault will be defined, Innolume will cover all cost connected with a replacement and shipping back products to a customer.
- (5) This limited warranty only covers failures due to defects in material or fault performance, and doesn't cover normal wear and tear, cosmetic damages.
- (6) The limited warranty doesn't cover damages due to external causes including, but not limited to, failures which are caused by products not supplied by Innolume, abuse, mis-handling, misapplication, alteration and faulty installation.
- (7) Any signs that the serial numbers have been altered or tampered will void this warranty.

X. Warranty for defects bare die/blue tape

For the bare die products warranty conditions depends of the volume of purchasing and should be fixed in purchasing order and should describe acceptable quality level, including ppm agreement

XI. RMA Procedures

All returns require an RMA (Returned Material Authorization) number. Customer must follow the RMA Procedures according to **Appendix 1** and must use the RMA Form according to **Appendix 2** of these Terms and Conditions.

XII. Breach of Duty and Liability

- (1) Innolume shall be liable without limitation for intent and gross negligence of Innolume, for slight negligence, however, only in case of violation of essential contractual obligations. Essential contractual obligations are those obligations whose fulfilment is essential for the proper execution of this agreement and on whose compliance the Customer may regularly rely. In the event of slight negligence, liability for breach of such an essential contractual obligation shall be limited to the damage typical for this type of contract, the occurrence of which Innolume had to expect at the time of conclusion of the agreement due to the circumstances known at that time.
- (2) All claims not being subject to the limitation period according to section VIII. para. (8) and IX para. (1), shall be subject to a cut-off period of 18 (eighteen) months, commencing following knowledge of the damage as well as the person which caused the damage on part of the Customer.
- (3) The aforementioned limitations of liability do not apply in the case of the assumption of explicit guarantees, in the case of claims due to the lack of assured properties and for damages from injury to life, body or health. Liability under the German Product Liability Act shall also remain unaffected.
- (4) As far as the liability of Innolume is excluded, such exclusion shall apply mutatis mutandis with respect to the liability of Innolume's representatives, employees, personnel, agents, factors, servants, assignees and persons employed by Innolume in the performance of its obligations.

XIII. Retention of Title

- (1) Innolume reserves title to the delivered goods as security until all claims to which Innolume is entitled to against the Customer with regard to the current and future business relationship with Innolume have been settled, irrespective of the legal grounds of such claims. The exercise of Innolume's right of retention shall not require a rescission of contract if the Customer is in default.
- (2) With respect to a current account the reservation of title to the delivered goods refers to the approved balance of such account.

- (3) If Innolume accepts bills of exchange or cheque procedures for payment purposes, retention of the title to the delivered goods extends to Customers' payment obligations on basis of such bills of exchange or cheque procedures, notwithstanding them being based on different legal grounds. Retention of title to the delivered goods particularly extends to the encashment of the bill of exchange by Customer and shall not lapse with credit note concerning the cheque issued to Innolume.
- (4) Any processing or transformation of the delivered goods by the Customer shall be deemed to be carried out on behalf of Innolume. In case the delivered goods are processed with other goods or items not owned by Innolume, Innolume shall acquire joint title to the new product resulting from the processing in proportion of the value of the delivered good to the value of the other goods or items processed at the time of processing. The provisions concerning the retention of title to delivered goods shall also be applicable to the new product resulting from the processing.
- (5) The Customer shall be entitled to resell the delivered goods in the customary course of business. The Customer herewith assigns to Innolume all receivables, claims and titles based on such resale against third parties, irrespective of whether the delivered goods have been resold or processed as well as irrespective of possible claims on grounds of tort, delict or unjust enrichment. In case the delivered goods have been processed with other goods delivered subject to retention of title, the assignment of all claims and titles based on the resale is confined to the value of raw materials of the delivered goods.
- (6) Notwithstanding the assignment of all claims and titles the Customer shall be entitled to collect payment against third parties in its own name and forward them to Innolume.
- (7) Innolume shall be entitled to notify the third party about such assignment of claims and titles at any time. The Customer shall immediately notify Innolume about the amount and the third party debtor of such assigned claims and titles and shall provide Innolume with all necessary documentation (copy of invoices, etc.).
- (8) In case of delays in payment indicating that a considerable portion of Innolume's claim is put at risk prior to the execution of work by Innolume, Innolume shall be entitled to demand adequate security to secure the Customer's payment obligations and to refrain from providing the goods or the execution of work until such security has been provided. Should the Customer be unable to provide the requested security Innolume may, after granting the Customer an adequate period time, rescind the contract.
- (9) Subject to the provisions in sections XIII para. (10) and XIII para (11) concerning rescission of the contract statutory law shall apply.
- (10) In the event of rescission of the contract, place of performance shall be the place of business of Innolume. The Customer shall pay the costs and the risk of the return of the delivered goods.
- (11) Innolume will release its securities at the Customer's request to the extent that the value of Innolume's securities exceeds the claims or titles to be secured by more than 10 %. Innolume shall be entitled to select the securities to be released.
- (12) The Customer shall immediately notify Innolume in writing about any pledges or other adverse effects on the delivered goods.

XIV. Rescission of the Contract

- (1) In addition to the grounds of rescission of a contract subject to statutory law, Innolume shall be entitled to rescind of the contract if Innolume's performance is rendered impossible, e.g. supplies not delivered by suppliers of Innolume, force majeure, strike, acts of god as well as in case the Customer misrepresented credit worthiness, there is objective evidence that the customer is unworthy of credit and in case of unforeseeable impediments beyond control of Innolume not to resolve by reasonable efforts, unless Innolume is responsible for such impediment to performance or impossibility of performance.
- (2) In case Innolume rescinds of the contract due to a breach of duty by the Customer, Innolume shall be entitled to claim liquidated damages in the extent of 25 % of the invoiced amount, unless the Customer is not responsible for the breach of duty. The Customer shall be entitled to prove that Innolume did not suffer any damage or Innolume's damage falls considerably short as compared to the 25 % claimed. Innolume shall be entitled to prove damages exceeding 25 % of the invoiced amount.

XV. Place of Business of Innolume

Place of business and performance is Dortmund.

XVI. Place of Jurisdiction; Arbitration; Applicable Law

- (1) For all disputes arising out of or in connection with this contract or its validity Dortmund shall be the place of jurisdiction in case the Customer's business is situated in Germany. Innolume is also entitled to initiate an action against the Customer at the court having general jurisdiction over the Customer when the Customer's business is situated in Germany.
- (2) In all other cases disputes arising out of or in connection with this contract or its validity shall be finally settled in accordance with the Arbitration Rules of the German Arbitration Institute (DIS) without recourse to the ordinary courts of law. The arbitral tribunal shall be comprised of three members. The seat of the arbitration is Dortmund. The language of the arbitration shall be English.
- (3) The laws of the Federal Republic of Germany shall exclusively apply, excluding the United Nations Convention on Contracts for the international Sale of Goods.
- (4) This paragraph also applies in the event of disputes concerning bills of exchange and cheques.

XVII. Miscellaneous

- (1) It is agreed between Innolume and the Customer that all of the information, drawings, data, etc. mutually provided within the scope of the collaboration has been entrusted within the meaning of section 2 of the German Act on the Protection of Trade Secrets (Geschäftsgeheimnisgesetz - GeschGehG) to the respective other party and may be used exclusively within the scope of such collaboration. Any other use, including, but not

limited to, a disclosure to third parties, is strictly prohibited. Statutory exceptions according to the GeschGehG shall apply.

- (2) The Customer agrees not to examine any product samples received from Innolume without the prior written approval of Innolume in respect to its architecture, design, material composition or manufacturing nor to have it examined in such way by a third party (prohibition of reverse engineering).
- (3) Innolume assumes no liability for the violation of third parties' intellectual property rights in the event of exports of goods, unless Innolume acted intentionally or with gross negligence.
- (4) In case a Customer with its place of business outside of Germany or its representative, employee or a third person employed by such Customer collects goods and transports or sends the goods across borders, the Customer shall provide to Innolume the necessary certificates of exportation. Otherwise the Customer shall pay the VAT applicable for business transactions within the territory of Germany.
- (5) If any provision of these Conditions or any provision within the scope of the contract is or becomes invalid, this shall not affect the validity of all other provisions of the Conditions or the contract. The Customer and Innolume shall replace the invalid provision by a valid provision they agree on being closest to the economic purpose intended by the invalid provision to the extent permitted by law.
- (6) Innolume reserves the right to change or amend these GTC in whole or in part with effect for the future for the following reasons: for legal or regulatory reasons, for security reasons and to ensure the future functionality of the services provided by Innolume. Innolume will inform the Customer about any amendments in text form with a reasonable notice period in advance, but at least two weeks before the planned effective date of the amendments, stating the specific content of the amended provisions. The amendments shall be deemed accepted by the Customer if the Customer does not object in text form within two weeks after receipt of the notification. Innolume will separately inform the Customer of the right to object and the aforementioned legal consequences of silence in the amendment notice.

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Customer Service

I. Customer Service Availability

- Innolume GmbH is dedicated to your satisfaction. Innolume's Customer Service Team will make every effort to solve the problem through e-mail. If we cannot solve the problem through e-mail, an RMA number will be issued.
- Information Needed When You're Contacting Customer Service:
 - Product Serial Number
 - Date of Delivery
 - Details of the Problem

II. Customer Service Contact Information

- Customer Service Hours: Monday through Friday: 8:30am-5:30pm GMT+2
- Customer Service E-mail: Customer.Service@innolume.com

RMA Procedures

III. Return Material Authorizations

- All returns require an RMA (Returned Material Authorization) number. Please complete Innolume's the RMA request form(Appendix 1) and send it to Customer Service to obtain an RMA number prior to returning product.
- Returns will be authorized in accordance with the following policy: If it is deemed that the product should be returned, Innolume's customer service representative will give the customer a return authorization number.
- Products will not be accepted by Innolume GmbH Customer Service for return if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.
- Products must be returned within 30 days after the date of RMA number issued. After a 30-day period, the RMA number issued will be invalid. Please do not return products with invalid RMA numbers. Contact Customer Service representative if your RMA number is invalid.

IV. Warranty Returns

- Products to be returned must be within the applicable warranty period. If the warranty period is over, the original product will be returned to the customer.
- The RMA number for Warranty Return will be issued within 2 working days from the time that the RMA application form is received by Innolume.

V. Non-Warranty Returns

- If the customer wishes to return a product for repair that is no longer within the warranty period, or for damage not covered by the warranty, an Innolume sales representative will advise the customer of the estimated cost of the repair. All delivery costs by non-warranty returns are on the customer side.
- Return of the product will be the authorization to repair and agreement to pay for the cost of repair, whether or not it exceeds the original estimate.

IMPORTANT NOTE: The standard fee can be charged for:

- Pin recovering if the pins are cut off - 150 Euro/module
- FC/APC connector splicing if the module is returned without connector - 350 Euro/module
- Fees are applied in case the result of investigation is “not Innolume’s fault”. Investigation of non-warranty module - 350 Euro/module

RMA Credit Policy

VI. Returns for Credit & Credit Types

Returns for credit that require Innolume’s management approval may take **up to 10 working days** for processing/approval. Products can be returned for credit with the following conditions:

- **Dead on Arrival (DOA):** Customer must report DOA units to Innolume’s Customer Service using RMA form in 10 working days after the product is received. After authorisation the DOA product(s) are to be returned to Innolume. Upon receipt Innolume will validate the reported DOA product(s) against the returned unit(s). For example, it must be the same serial number, be in very good condition(not more than 14 days old) and be complete, packaged etc. Once validated, management approval will be issued in 10 working days. Customer can request either return for credit or replacement. If replacement is requested, Innolume will ship the replacement in 10 working days after DOA validated if such product available on stock. Otherwise – money back or actual date of replacement will be approved with a customer by Innolume’s sale representative.

- **Evaluation Return:** Engineering samples (evaluation) does not covered by warranty.

- **Short Shipment:** Customer must report for any item received short-shipped or wrong products received in 5 working days after the product is received. Customer can request either shipment of missing items, replacement of wrong item or return for credit. If shipment of missing items or replacement of wrong items is requested, Innolume will ship the replacement in 10 working days if such product available on stock. Otherwise – money back or actual date of replacement will be approved with a customer by Innolume’s sale representative.

- **Return Condition:** All valid return for credit products must be returned in the original packaging in “as new” condition with all items and accessories originally shipped with the product. Any damages will be assessed and the cost of repair or refurbishment will be deducted from the credit issued.

- **No Credit DOA:** No credit will be given to the customer for DOA products received by Innolume beyond 30 calendar days after invoice date. No credit will be given to all non-cancelable, non-returnable, custom order parts.

RMA Transportation Policy

VII. Transportation Charges

- All customers are responsible for all freight charges involved in shipping the defective products to Innolume GmbH. Innolume GmbH will cover the cost of returning products that are under warranty to customers after repair or replacement.
- Customers must ensure that the product is appropriately packaged. Shipping damages resulting from improper packaging will be the customer's responsibility.
- Innolume is not responsible for product lost during shipment. All products being returned for Limited Warranty repair or replacement must be sent freight prepaid.

VIII. Transportation Damages

- In cases of transportation damage, customer is responsible for filing any and all claims with the shipping carrier.
- To avoid any potential risk that an RMA product is lost or damaged while in transit to Innolume, it is recommended that the customer insures and declares the full value of the RMA product since the customer is 100% responsible for the RMA product while in transit to Innolume.
- We urge customers to pack the RMA product carefully to avoid transit damage.

RMA Shipping Instructions

IX. Product Non-Acceptance

- Products will not be accepted by Innolume if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package.
- Any products refused by Innolume will incur the fees and/or charges applied by the shipping carrier, and shall be the sole liability of the original shipper.

X. Product Shipping Label

INNOLUME GmbH
Konrad-Adenauer-Allee 11
44263 Dortmund, Germany
RMA # _____

XI. Package Identification

- Each box must reference the following information:
 - Customer/Contact Name
 - Return Address
 - Phone Number
 - RMA Number (issued by Innolume).
- The RMA number must be written on the outside of the shipping container for identification purposes.

- Shipments not properly identified will be refused.
- If available, use the original box/packaging to ship back RMA product to avoid transit damage.

XII. RMA Rejection Policy

- Products will not be accepted by Innolume if not accompanied by a valid RMA number, which must be clearly marked on the outside of the package. Innolume reserves the rights to return any RMA product received that does not comply with the information given on the original Return Material Authorization (RMA) request, such as:
 - Invalid RMA number
 - RMA number not visible and/or not on the box shipping label
 - RMA condition described by customer differs from actual product condition
 - Expired RMA number
 - Unauthorized return (no RMA # was issued)
 - No serial number on the product
 - Product physically damaged
- If during RMA investigation will be uncovered that the reason of product failed not connected with Innolume the customer will not get any compensation or replacement. Also the customer will have to pay a standard fee if the result of investigation shows that the failure is not “not Innolume’s fault”. Investigation of non-warranty module is 350 Euro/module.

1. RMA Form

In order to make sure your return is being processed as quickly and efficiently as possible, please check if your request (RMA) is completely filled out and signed.

2. Failure description

Please complete the form. Please give us a detailed failure description.

If possible, please answer the following questions:

- Is the device in contact with hazardous substances?
- When did the error occur?
- Where is the device being used (description, ambient temperature, burn-in, appliance...)?

NOTE: All fields marked with * are mandatory to be filled

3. Verification

Before you return a device, please check, using the operating instructions, if there is indeed a malfunction. In case of doubt, you may contact the Innolume's service team.

IMPORTANT NOTE: The warranty claim doesn't apply in case of foreign interference, removed serial numbers / identification plates, mechanical / chemical / temperature damages or violation of the operating conditions provided in the operating instructions or product specification. If failure occurs by improper handling, diagnostic cost could be charged.

4. Consignment

Please include all accessories (power supply, etc.) when consigning a device for diagnosis duty paid (DDP). If possible, please use the original packaging and indicate clearly, using the RMA return notice, that the device is to be repaired.

5. Defects after the expiration of the warranty period

For detailed information, please get in touch with our service. We will check your device and find the best solution for you (replace, repair vs. purchase of a new item). If you decide on the repair of the defective device, you will be charged for the repair only. There will not be additional costs for the diagnosis, the same applies in case of purchasing a new item.

Please send this form in advance filled out to Innolume

Please mark the type of service you are mandatory*

- Complaint Service (in case warranty claims)
 Repair Service or Inspection/Examination (in case warranty claims do not exist / fee applies)
- Calibration Services
- Other(please, specify)

Corporate data

Please fill out the required fields marked with*

Customer ID: (if available)				RMA # (Will be issued by Innolume after receiving the complete request)
Contact person				
Name*				
Phone / Fax*				
E-Mail*				
Mail Address				
Company*		Country*		
Street, no.*		Postal code* / location*		

Product information

Product Name *	Description*	Serial number(s)*	Reason for return / Failure description*

Delivery information (please, specify for each type of the product)

Date of delivery*	Total delivered quantity*	Total items with failures*

Description of product environment and application*

Humidity	<input type="checkbox"/>	Dry (0 – 50%)	<input type="checkbox"/>	Humid (51-70%)	<input type="checkbox"/>	Wet (71-90%)	<input type="checkbox"/>	Other (spec.)	
Temperature	<input type="checkbox"/>	0 - 9° C (32-48°F)	<input type="checkbox"/>	10-30° C (50-85°F)	<input type="checkbox"/>	>30° C (>86°F)	<input type="checkbox"/>	Other (spec.)	
Storage temp. before using	<input type="checkbox"/>	-20 - 0° C (-4 - 48°F)	<input type="checkbox"/>	0-30° C (48-85°F)	<input type="checkbox"/>	>30° C (>86°F)	<input type="checkbox"/>	Other (spec.)	
Storage duration before using at room temperature (hours)				TEC param.(if appl.)					
Vibration in application	<input type="checkbox"/>	none	<input type="checkbox"/>	slight	<input type="checkbox"/>	strong	<input type="checkbox"/>	Other (spec.)	
Form of installation	<input type="checkbox"/>	mounted	<input type="checkbox"/>	encapsulated	<input type="checkbox"/>	Other (specify)			
Operating current		Operating Voltage			Time to failure(hrs)				
Burn-In	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	Burn-In conditions	Time:		Temp.	

Contact with hazardous substances*

Did this device(s) use in a pharmaceutical, medical or chemical field?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
Is there contamination of the device(s)?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No

Customer approval for desctructive analysis*

Do you recognize and accept that during RMA investigation product could be destroyed(during disassembling, material analysis etc.)?	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No
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Additional information

(Please provide any relevant information, that helps us understand the failure):

Decision on RMA #

INTERNAL USE ONLY

		Serial#	Invoice #	Invoice Date
Quality department	<input type="checkbox"/> Out of warranty (damaged, impr. handling etc.)			
	<input type="checkbox"/> Under warranty (if yes, please fill in below)			
	<input type="checkbox"/> Corrective and Preventive Action Plan needed			
	<input type="checkbox"/> Safety problem. Immediate actions			
Sales department	<input type="checkbox"/> Money back			
	<input type="checkbox"/> Replacement Delivery			
	<input type="checkbox"/> Under warranty repair			
	<input type="checkbox"/> Out of warranty repair			
	<input type="checkbox"/> RMA rejected. No further action needed			

Arguments on which the decision based (attach to the form)

<input type="checkbox"/> Preliminarily analyze and visual inspection report	Date:	Done/Prepared by:
<input type="checkbox"/> Laboratory's measurements report	Date:	Done/Prepared by:
<input type="checkbox"/> Production's measurements report	Date:	Done/Prepared by:
<input type="checkbox"/> Material inspection report	Date:	Done/Prepared by:
<input type="checkbox"/> Lot inspection report (If we have products with the same production date)	Date:	Done/Prepared by: