

Blackbox Solutions Returns & Warranty Policy -Nanocom Products.

General Returns:

Items are returned to Blackbox Solutions for many reasons, repairs to damaged equipment or general repairs whether in or out of warranty. To keep tight control of these movements, we insist that all items coming back to Blackbox Solutions offices must first have a Return Merchandise Authorization (RMA) number issued for them. The RMA number will be issued by our Returns/Admin Team and sent along with additional instruction documentation.

Failure to comply fully with the instructions on the RMA documentation will very likely incur significant additional expenses that will be passed onto the customer.

The issue of an RMA number in no way implies that Blackbox Solutions agree that an item is actually faulty. In many cases the issue of a RMA means nothing more than that from the information the customer has supplied to the support engineers, it appears that there may be a fault that requires our further investigation.

All items listed on the RMA **MUST** be included in the return. **NO** testing will take place unless all items requested have been returned. If you find an item incorrectly listed please inform us immediately so an amended RMA can be issued. No customer amendments are to be made to the RMA form.

If the item is returned by the customer as faulty and after extensive investigation by our engineers, the unit is clearly working within its design parameters (no fault found), a testing fee will be charged to the customer. Items arriving at our offices without a RMA will be subjected to an additional handling fee.

We have 3 levels of costs in relation to RMA returns.

1. No Fault Found Fee – 35 Euro excluding VAT and shipping costs.

This charge is to cover the labour time spent extensively testing the equipment to find the reported fault. We advise all customers to review the Terms and Conditions listed in the Downloads section of the line web shop regarding the No Fault Found Fee prior to sending equipment back.

<http://www.blackbox-solutions.com/download/index.html>

Every effort will have been made by the Blackbox Solutions Support staff before such an RMA is issued to ensure that all avenues have been explored prior to sending equipment back and ultimately it is therefore the responsibility of the customer to utilise the RMA form to return the goods should they still feel that the fault lies with the supplied BBS hardware and not their own vehicle, laptop/PC or peripherals being used that have not been supplied by Blackbox Solutions Ltd.

2. General repairs – 45 Euro excluding VAT and Shipping costs where applicable.

This covers all repairs where peripheral parts have been replaced and includes the labour charge for such repair work. Every Server unit, lead and/or peripherals undergo extensive testing after any such repair to ensure that the unit is in full working order before being shipped back to the customer.

3. In the unlikely event of a major issue with any of our equipment that does not fall into either of the above categories and there has been major component failure either by a defect or by customer abuse that requires more

than peripheral parts to carry out such a repair, then we will inform the customer of expected costs for the parts and labour prior to any repair work being carried out. Customers will be asked to agree to the charges in writing prior to any repair work being carried out.

Shipping Costs:

Shipping costs to and from our offices will always be paid for by the customer (for shipping costs within Warranty please see “Warranty Returns” below).

Damage in Transit:

In all cases, responsibility for damage of the goods whilst in transit will be dealt with as follows: Items in transit from the customer to Blackbox Solutions will be the customer’s responsibility. Items in transit from Blackbox Solutions to the customer will be Blackbox Solutions’ responsibility.

Warranty Returns: All Blackbox Solutions products including Nanocom Evolution units sold by Blackbox Solutions Ltd are provided with a 1 year “Return to Base” Warranty that covers defective parts. Any Nanocom unit (One or Evolution) purchased outside of the one year warranty can still be returned to BBS under the Terms and Conditions listed.

Should the product become defective, provided the customer has been through the correct support channels for the product (reported on the Forum or emailed in to support@blackbox-solutions.com) and has been asked by the support team to return the goods, an RMA will be issued to the customer for the return of the item(s). Return of goods must be sent in accordance with the RMA issued by Blackbox Solutions. Failure to comply with the instructions on the RMA can invalidate any claim for repair.

If any unit is found to have been tampered with, opened or in any other way attempted to be repaired by the customer or any 3rd Party, then the Warranty will be classed as Null and Void.

Fault found within 30 days of purchase:

If the fault occurred AND the customer has contacted Blackbox Solutions with regard to the said fault within 30 days of initial receipt, the Return to Base policy will be as follows:

The customer must return the goods as specified on the RMA. If the unit is found to have

a defective part or a manufacturing fault, the item will be repaired free of charge under the terms of the warranty and shipping back to the customer will be covered by Blackbox-Solutions. In addition, shipping costs to return the item to Blackbox Solutions can also be claimed back by sending proof of the costs.

However, if the fault is found to be caused by customer inflicted damage or incorrect usage of the item including failure to follow the instructions set out in the “User Guide” for the product, the cost of the repair will be fully chargeable to the customer, including all shipping costs.

If the item is returned by the customer as faulty and after extensive investigation by our engineers, the unit is clearly working within its design parameters (no fault found), a testing fee will be charged to the customer as well as the customer being responsible for all shipping charges.

Fault found between 30 days and one year from purchase: If the fault occurred AND the customer has contacted Blackbox Solutions with regard to the said fault within 365 days of initial receipt, the Return to Base policy will be as follows:

The customer must return the goods as specified on the RMA. If the unit is found to have a defective part or a manufacturing fault, the item will be repaired free of charge under the terms of the warranty and shipping back to the customer will be covered by Blackbox-Solutions.

No claim for initial shipping to Blackbox Solutions will be entertained.

However, if the fault is found to be caused by customer inflicted damage or incorrect usage of the item including failure to follow the instructions set out in the "User Guide" for the product, the cost of the repair will be fully chargeable to the customer, including all shipping costs.

If the item is returned by the customer as faulty and after extensive investigation by our engineers, the unit is clearly working within its design parameters (no fault found), a testing fee will be charged to the customer as well as the customer being responsible for all shipping charges.

Please note; all our equipment undergoes extensive testing prior to shipping to the customer. While every effort is made to ensure that the customer receives goods of the highest quality, individual parts that make up the Blackbox Solutions products can occasionally become faulty through no fault of either the customer or Blackbox-solutions.

It is vital the customer reads and follows all related literature regarding the installation, setup and usage of the equipment. We at Blackbox Solutions cannot and will not be held responsible any changes made to a vehicle using the Nanocom equipment. We only provide the tools for diagnostics and it is the customer's responsibility to ensure they are competent to use the equipment.

Blackbox Solutions Ltd – May 2022