

## **RETURNED MERCHANDISE AUTHORIZATION POLICY**

### **Caregility Corporation**

### **As of September 1, 2024**

Purpose: The purpose of this Returned Merchandise Authorization (“RMA”) Policy is to outline the procedures by which Caregility will provide warranty support for returned merchandise that is under manufacturer warranty or Extended Limited Warranty coverage from Caregility. This policy governs all products that a customer wishes to return to Caregility under an active warranty.

Return of Hardware or Accessories to Caregility **Not** Covered Under Warranty:

- Caregility does not accept returns for any items not covered under either an active manufacturer warranty or Extended Limited Warranty, unless explicitly agreed to by Caregility in its sole discretion

Return Process for Hardware or Accessories Purchased by Customer from Caregility **Covered** Under Warranty:

- When a unit is not working properly, Customer should engage Caregility Technical Support for troubleshooting and determination of whether the unit is defective and should be returned to Caregility for evaluation and replacement with a spare unit.
  - Caregility Technical Support can be reached as follows:
    - Standard Toll: +1 732.982.4529
    - Toll Free: +1 866.300.0884
    - Email: techsupport@caregility.com
- Once Caregility verifies warranty coverage, completes the troubleshooting, and determines that the unit is defective, Caregility will authorize the return of the unit in writing. The Customer should use any available spare APS units they have on-hand to replace the non-working unit and Caregility will ship a replacement unit to replenish the Customer’s spare pool. Any replacement unit shipped hereunder may be a new product or may be refurbished or returned-but-functional product (“B-Stock”) at Caregility’s sole discretion. Shipment of next business day arrival will be at Caregility’s expense subject to the Right of Reimbursement set forth below.
- Caregility will provide the Customer a return shipment label for the non-working unit to be returned to Caregility. Customer **MUST** ship back the non-working unit to Caregility within 21 days of receipt of any replacement unit.
  - If the Customer does not ship the returned unit to Caregility within 21 days, Caregility will invoice the customer for the full retail price at Caregility’s then current pricing for the new unit with 30-day net payment terms (each a “No-Return Invoice”).
  - If the non-working unit is returned and received by Caregility within 10 days of Caregility’s issuance of a No-Return Invoice, the No-Return Invoice will be cancelled.

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- If the Customer determines that a unit is defective and replaces it with one of their spare units, without having Caregility complete troubleshooting to verify the defect, then Caregility will proceed with an unauthorized return of the unit. Caregility will ship a replacement unit to replenish the Customer's spare pool and will issue an unauthorized return shipment label for the non-working unit.
  - In the event that Caregility inspection of the returned unit reveals that the returned unit was not defective and fully functional, Customer will be provided with documentation proving the unit was fully functional and Caregility will invoice Customer for all shipping charges incurred by Caregility in connection with the returned unit, including both the shipment of a replacement unit to the Customer for the Customer's spare pool and the return shipment of the unit from the Customer to Caregility, and for a restocking fee of \$500 per unit. Payment on such invoices shall be net 30 days.