



# RBC BIOSCIENCE WARRANTY POLICY

## General Warranty Terms

RBC Bioscience Corp. (“RBC”) warrants that products manufactured by RBC and purchased directly from RBC or its authorized distributors shall materially conform to the applicable product specifications in effect at the time of shipment.

RBC’s obligation under this warranty is limited, at RBC’s sole discretion, to:

- repair of the defective product;
- replacement of the defective product or defective component; or
- issuance of a credit note or refund for the defective product.

Warranty coverage applies exclusively to defects proven by RBC to result from defects in materials or manufacturing workmanship under normal and intended use conditions.

This warranty does not guarantee:

- uninterrupted or error-free operation;
- compatibility with third-party products or consumables;
- suitability for a particular purpose;
- specific extraction yield, purity, sensitivity, specificity, or downstream assay performance; or
- performance resulting from improper sample preparation, storage, transportation, handling, or use outside the instructions for use (IFU) or user manual.

All warranty claims are subject to inspection, evaluation, and written approval by RBC.

Except as expressly stated herein, RBC disclaims all other warranties, express or implied, including any implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

## 1. Instrument Warranty

RBC warrants that all new instruments manufactured by RBC and purchased directly from RBC or its authorized distributors are free from manufacturing defects in materials and workmanship under normal installation, operation, maintenance, storage, and use conditions in accordance with RBC documentation and user manuals.

- New instruments: Twelve (12) months warranty from the original shipment date.
- Refurbished instruments: Six (6) months warranty from the original shipment date.

Extended warranty coverage may be purchased separately and shall be governed by the applicable extended warranty agreement issued by RBC.





During the applicable warranty period, RBC shall provide repair or replacement of defective parts or components proven by RBC to have manufacturing defects.

RBC may use new, refurbished, repaired, or reconditioned parts of equivalent or superior specification for warranty repairs or replacements. Any replaced parts become the property of RBC.

Warranty service shall only be provided after RBC or its authorized representative confirms the existence of a covered manufacturing defect.

### **1.1 Warranty Exclusions**

This warranty does not cover defects, failures, malfunctions, damage, or performance issues resulting from:

1. improper installation, operation, maintenance, calibration, storage, transportation, relocation, or environmental conditions;
2. use inconsistent with RBC user manuals, IFU, or operating procedures;
3. use of unauthorized, incompatible, counterfeit, modified, or third-party consumables, reagents, accessories, spare parts, software, or peripherals;
4. customer-induced contamination, corrosion, liquid spills, misuse, abuse, negligence, accidents, or mishandling;
5. unauthorized repair, modification, disassembly, relocation, or service performed by persons not authorized by RBC;
6. power surges, unstable electrical supply, improper grounding, fire, flood, natural disaster, or force majeure events;
7. normal wear and tear, cosmetic damage, or consumable parts;
8. improper packaging during return shipment;
9. failure caused by sample quality, sample preparation, sample contamination, or downstream applications including PCR, qPCR, NGS, sequencing, genotyping, or diagnostic interpretation;
10. software, firmware, or hardware not supplied or approved by RBC;
11. damage occurring after delivery due to improper handling or storage by distributor, reseller, courier, or end user; or
12. use beyond the instrument's intended use or validated specifications.

Warranty shall be void if serial numbers, labels, or identification markings are removed, altered, or rendered illegible.





## 1.2 Warranty Claim Procedure

The DISTRIBUTOR or CUSTOMER must notify RBC in writing within ten (10) working days after discovery of the alleged defect and within the applicable warranty period.

The claim must include:

- product model and serial number;
- detailed description of the issue;
- proof of purchase and shipment date;
- supporting photos, videos, logs, error messages, or technical evidence requested by RBC.

No product may be returned without prior written Return Material Authorization (RMA) issued by RBC.

RBC reserves the right to require remote troubleshooting, diagnostics, testing, or inspection prior to approving return or warranty service.

Failure to comply with RBC troubleshooting instructions or return procedures may result in rejection of the warranty claim.

### 1.2.1 Return of Non-Conforming Products During Warranty Period

If RBC confirms that a product is non-conforming due solely to a manufacturing defect covered under warranty, RBC may, at its sole discretion:

- repair the product;
- replace the product;
- provide replacement parts;
- issue a credit note; or
- refund the applicable purchase price.

Authorized warranty returns approved by RBC shall be shipped according to RBC return instructions.

Upon receipt, RBC shall inspect and evaluate the returned product to verify the claimed defect.





If RBC determines that:

- the defect is covered under warranty; RBC shall bear reasonable repair or replacement costs; or
- The issue is not covered under warranty, the DISTRIBUTOR or CUSTOMER shall bear all associated costs including inspection, testing, labor, repair, packaging, shipping, duties, taxes, and handling charges.

Replacement products may be shipped with the next order unless otherwise agreed in writing.

### **1.2.2 Warranty Repairs**

If a malfunction during the warranty period cannot reasonably be repaired by the DISTRIBUTOR or CUSTOMER, RBC may authorize return of the instrument for repair.

Returned instruments must:

- be properly cleaned and decontaminated;
- include a signed decontamination declaration if requested;
- be securely packaged according to RBC instructions.

RBC reserves the right to reject contaminated or improperly packaged returns.

Warranty repair turnaround times are estimates only and are not guaranteed.

### **1.3 Out-of-Warranty Products**

#### **1.3.1 Non-Conformity Claims**

No claims for non-conformity or manufacturing defect shall be accepted after expiration of the applicable warranty period.

#### **1.3.2 Repair Services**

Out-of-warranty repairs, maintenance, calibration, replacement parts, and technical services may be provided at RBC's sole discretion and at the expense of the DISTRIBUTOR or CUSTOMER.

The DISTRIBUTOR or CUSTOMER shall bear all associated costs including:

- inspection;
- labor;
- replacement parts;
- shipping;
- insurance;





- duties and taxes; and
- handling charges.

Repair quotations may be revised following inspection.

## 2. Limitation of Liability

To the maximum extent permitted by applicable law, RBC's total liability arising out of or relating to the sale, use, performance, or inability to use the products shall not exceed the original purchase price of the affected product.

Under no circumstances shall RBC be liable for:

- indirect damages;
- incidental damages;
- consequential damages;
- loss of profits;
- loss of revenue;
- loss of business;
- loss of data;
- loss of samples;
- downtime;
- re-testing costs;
- labor costs;
- customer claims;
- regulatory claims; or
- any special or punitive damages,

whether arising in contract, tort, negligence, strict liability, or otherwise, even if advised of the possibility of such damages.

## 3. Transportation and Acceptance

The DISTRIBUTOR or CUSTOMER is responsible for inspecting all products immediately upon receipt.

Any shipping damage, shortage, or visible packaging damage must be reported:

- to the carrier immediately; and
- to RBC within ten (10) working days of delivery.

Failure to notify RBC within this period shall constitute acceptance of the products.

Risk of loss or damage transfers according to the applicable Incoterms stated in the quotation or invoice.





#### **4. Consumables and Reagents**

Unless otherwise expressly stated in writing, consumables, plastics, cartridges, reagents, buffers, kits, and disposable components are not covered by instrument warranty.

Claims related to consumables or reagents are limited solely to replacement of products proven by RBC to contain manufacturing defects prior to expiration date and when stored and used strictly according to RBC instructions.

#### **5. Governing Law**

This warranty policy shall be governed and interpreted in accordance with the laws of Taiwan, without regard to conflict of law principles.

Any disputes arising under this warranty policy shall be subject to the exclusive jurisdiction of the competent courts in Taiwan.

