# FACTORY SERVICE & PRODUCT RETURN POLICY

**REVISION 110126**
**EFFECTIVE 11/01/2026**

## 1. SCOPE AND CONTROLLING TERMS

This Policy governs factory evaluation, non-warranty repairs, discretionary returns for credit, non-returnable products, and corrections of DAS shipping errors. It supplements the applicable DAS Terms and Conditions of Sale and the DAS Limited Hardware Warranty. It does not reduce any hardware warranty remedy or any right or liability that applicable law makes non-waivable. For warranty coverage and remedies, the DAS Limited Hardware Warranty controls in the event of conflict, except as required by applicable law or an authorized written agreement. This Policy does not override government contract provisions that legally bind DAS.

Trade-in and UpTrade returns are separate from warranty claims and discretionary returns for credit. Customers must obtain prior DAS authorization and follow the written eligibility, configuration transfer, packing, and shipping instructions that DAS provides for the particular trade-in or UpTrade program. A warranty RMA does not itself authorize a trade-in or UpTrade transaction. These program specific instructions govern the program procedures; they do not diminish any otherwise applicable warranty rights.

For international commercial sales, to the extent this Policy forms part of the parties' agreement, the parties exclude application of the United Nations Convention on Contracts for the International Sale of Goods (CISG) to sale related product return matters governed by this Policy unless a separately negotiated written agreement signed by an authorized DAS officer provides otherwise. Governing law and forum remain as stated in the controlling DAS Terms and Conditions of Sale or other controlling agreement.

This version applies to factory service and product return authorizations issued by DAS on or after November 1, 2026, to the extent consistent with the controlling agreement and applicable law. It does not retroactively change previously accepted orders, existing warranty rights, or return or service authorizations already issued.

## 2. FACTORY EVALUATION AND NON-WARRANTY REPAIRS

Before shipping equipment for non-warranty factory evaluation or paid repair, the customer must obtain a DAS-issued factory service RMA or other written return authorization. Such authorization permits receipt and evaluation only; it does not establish warranty coverage or authorize chargeable repairs. Any applicable evaluation fee and paid repair work remain subject to the disclosure and authorization requirements below.

DAS will inspect returned equipment and determine whether the condition is:

- Covered by warranty;
- Repairable on a non-warranty basis;
- Operating within specification or classified as "No Fault Found" after reasonable diagnostic evaluation; or
- Damaged beyond reasonable repair.

A "No Fault Found" determination does not, by itself, cancel any remaining warranty period. When DAS determines that a return does not involve a covered warranty defect, including an out-of-warranty condition, an excluded cause, or No Fault Found, DAS may charge its then-current diagnostic or evaluation fee only if that fee is disclosed to the customer in writing, including by email, before the customer authorizes return for evaluation. DAS will provide a repair or replacement estimate when reasonably practicable and will not perform chargeable repair work without customer authorization.

If the customer declines the estimate, the customer must pay applicable evaluation and return shipping charges before the equipment is returned, except to the extent applicable law provides otherwise.

Paid factory repairs are warranted for ninety (90) days after DAS ships the repaired product, limited to the parts replaced and labor performed during that repair. Unless DAS states a different warranty in the applicable quotation or invoice, a paid out-of-warranty replacement furnished as part of factory service is warranted for ninety (90) days after DAS shipment against defects in materials and workmanship, subject to the exclusions in the DAS Limited Hardware Warranty. Neither a paid repair nor a paid service replacement renews the original product warranty.

**Unclaimed equipment.** If a customer fails to provide required authorization, payment, return instructions, or other reasonably requested direction for ninety (90) days after DAS sends written notice to the customer's last known contact that the equipment is awaiting disposition, DAS may, to the extent permitted by applicable law and after any additional notice required by law, charge reasonable disclosed storage fees and treat the equipment as unclaimed for purposes of lawful disposition, recycling, or salvage. DAS will not dispose of equipment where prohibited by applicable law.

## 3. RETURNS FOR CREDIT

A return for credit is separate from a warranty claim. Products purchased directly from DAS may be considered for discretionary return only if:

- The customer requests an RMA within thirty (30) calendar days after delivery;
- DAS approves the return in writing;
- The product is received by DAS within fifteen (15) calendar days after RMA issuance;
- The product is complete, undamaged, unmodified, and in resalable condition;
- All original packaging, manuals, accessories, cables, parts, and documentation are included; and
- The product otherwise satisfies this Policy.

**Approved discretionary returns are subject to a 25% restocking fee, calculated on the net invoiced price of the returned product.**

The restocking fee compensates DAS for administrative processing, receiving, standard inspection, and inventory reintegration associated with an otherwise acceptable discretionary return.

If DAS approves a discretionary return despite missing items, damage, or additional reconditioning requirements, DAS may separately deduct the actual reasonable costs of extraordinary inspection, cleaning, replacement items, repackaging, resetting, deconfiguration, refurbishment, or other work necessary to restore the product to resalable condition.

Where DAS exceptionally approves a discretionary return of a product shipped internationally or for export, the standard restocking fee applies, and DAS may also deduct or require payment of reasonable additional costs actually incurred in connection with the international return, including customs processing, brokerage, duties or taxes not recoverable by DAS, special handling, extraordinary inspection, repackaging, refurbishment, and other documented costs necessary to receive and restore the product to resalable inventory, except to the extent prohibited by applicable law.

No restocking fee applies to a return required because of a verified DAS shipping error, a covered warranty remedy, or another return right that applicable law requires DAS to honor.

Original outbound freight, expedited charges, insurance, handling, tariffs, customs duties, brokerage fees, software charges, and service charges are non-refundable except as required by law. Applicable sales or similar taxes will be adjusted, credited, or refunded as required by applicable law.

Credits will be issued to the original customer account or original payment method after DAS completes its inspection. No credit is earned merely because a product was shipped to or received by DAS.

Products purchased from a distributor, reseller, or integrator must be returned to the original seller and are subject to that seller's return procedures. DAS's hardware warranty continues to apply according to its terms.

## 4. NON-RETURNABLE PRODUCTS

This Section applies only to discretionary commercial returns for refund, exchange, or credit and does not limit otherwise applicable warranty service or any non-waivable statutory remedy for a covered defect. The following are not returnable unless the return results from a verified DAS shipping error, DAS expressly approves an exception in writing, or applicable mandatory law requires otherwise:

- Custom, modified, configured, engraved, labeled, or customer-specific products;
- Build-to-order, special order, and non-stock products;
- Products or materials specially purchased or manufactured for a customer;
- Third-party products and vendor sourced products, including antennas, unless DAS expressly approves the return;
- Software, downloads, license keys, activated options, subscriptions, support plans, and professional services;
- Products that have been registered, activated, permanently licensed, or materially configured when the associated rights cannot be reversed;
- Discontinued, end-of-life, clearance, demonstration, evaluation, prototype, engineering sample, beta, pre-production, or "as-is" products;
- Products with missing or altered serial numbers;
- Products damaged after delivery;
- Products returned after the applicable return period; and
- Products shipped internationally or for export, except where DAS expressly approves the return or applicable mandatory law requires a return right.

Standalone third-party and vendor sourced products are subject to the original manufacturer or supplier warranty, if any, unless DAS expressly provides a separate written warranty. DAS may, at its discretion, assist with a manufacturer or supplier claim but does not assume that third party's warranty obligations.

DAS may authorize an exception as a commercial accommodation without creating an obligation to approve similar returns in the future.

## 5. DAS ERRORS AND INCORRECTLY SHIPPED PRODUCTS

The 25% restocking fee does not apply when DAS confirms that it shipped an incorrect product or quantity.

The customer must promptly notify DAS, preserve all packaging, and follow DAS's return instructions. DAS will determine whether to replace the product, correct the shipment, or issue a credit and will arrange reasonable return transportation when the error is attributable to DAS.

Shipping damage, shortages, and carrier claims remain subject to the applicable DAS Terms and Conditions of Sale and shipping terms.