

## Defect complaint return procedure

### Purpose

- This document describes the return procedure for handling Airofit devices as a Defect Complaint.

### Return Criteria

1. The product's warranty covers all manufacturer's faults. However, it does not cover damage of product due to day-to-day use and other damages caused by accidents.
2. The defected device/parts can be sent back to Airofit only if they are covered by warranty. Airofit offers a 12-month warranty on its products.
3. If the customer claims malfunction of the electronic part of the product, the seller reserves the right to review the technical conditions of the part.
4. Every product/part must be returned in safe packaging as specified in return instructions received by email. In case the customer hands over the product/parts to Airofit for defect complaint investigation and the product/parts are not sufficiently packed according to the instructions, the customer takes into account that in such a case Airofit is not liable for defects and other damage caused as a result of transportation and subsequent handling of these product/parts (damage, deformation, scratches, tears, etc.).

### Return Procedure

1. The customer is obligated to fill out Product Return Authorisation form (PRA) and send it at [support@airofit.com](mailto:support@airofit.com). To handle the defect complaint as fast as possible, customers should add as much information and photos/videos as possible. This is to be used by the Airofit Customer Support to check which parts of the product should be returned to Airofit for root cause investigation, and which parts should not be returned.
2. If the defect complaint is approved as defect, Airofit will replace the product/parts and cover shipping costs.
3. If further investigation is required, the customer will be asked to send the defected product/parts to Airofit. **Please, follow the instructions received by email from Airofit Customer Support.**
4. Airofit will notify the customer when the returned product was received in the warehouse.
5. Airofit will inform the customer about the inspection results within 10 business days from receiving the unwanted product return.

If the returned product/parts are approved as defect, Airofit will replace the product/parts (including shipping). If the returned product/part is not approved as defect, the product will be sent back to the customer (customer pays the shipping) or discarded.

### Airofit A/S

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