

## Bullconcept General Warranty Policy

The following is a general summary of the warranties provided by Bullconcept Smart Solutions Ltd. for Smart Film products supplied by its manufacturing partner. This document does not create any warranty rights or obligations. Contractual warranty provisions are outlined in Bullconcept's agreements with its direct customers. Distributors or resellers typically pass these benefits on to their customers. In case of any inconsistency between the terms in this summary and the contractual warranty provisions, the latter will prevail.

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### Warranty:

Bullconcept generally warrants that its supplied Smart Film products:

- Will perform in accordance with the product specifications.
  - Are free and clear of any security interest, lien, or encumbrance.
  - Are free from factory defects in material and workmanship.
  - Are manufactured, labelled, and packaged in compliance with applicable European laws and regulations as of the date of delivery to Bullconcept's customer.
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### Warranty Duration:

Bullconcept's Smart Film products are covered by a Two (2) year warranty in compliance with mandatory EU regulations for consumer products.

Certain products may have different warranty periods as defined by Bullconcept's third-party suppliers (subject to change). These include:

- **Power Supplies:** Three (3) years.
- **Remote Controls and Accessories:** Three (3) years.

**Note:** The Smart Film may gradually turn yellowish over time, depending on direct sunlight exposure. This discoloration does not affect the product's functionality and is not covered under the warranty policy.

The warranty period begins on the date the product is delivered to Bullconcept's client.

### Repair or Replacement of Non-Conforming Products:

If Bullconcept determines that a product returned during the warranty period does not meet the warranted criteria, it reserves the right, at its discretion, to:

1. Repair the defective product.
2. Replace the defective product with a new or refurbished product of equivalent quality.
3. Refund the purchase price of the defective product.

Repairs or replacements are generally completed within thirty (**30**) business days of receiving the defective product at Bullconcept's service centre. Repaired or replaced products are warranted for the longer of ninety (**90**) days or the remainder of the original warranty period.

These remedies constitute the client's sole and exclusive recourse, and Bullconcept's sole and exclusive liability under warranty provisions.

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### In-Warranty Repair or Replacement Procedures:

Clients who believe a product is under warranty but does not meet the warranted criteria should contact Bullconcept's Customer Care Service Centre via telephone or email.

For products nearing the end of their warranty period, warranty claims should be made no later than seven (**7**) days before expiration.

### Contact Information:

- **Telephone:** +357 25 250222
- **Email:** warranty@bullconcept.com

When contacting Customer Care, please provide:

1. Product description and order number (found on the Proforma Invoice).
2. A description of the problem.

If the issue can be resolved with a software update, instructions will be provided to download it from Bullconcept's website. Alternatively, the update may be sent directly to the client.

Should the product need to be returned, an **RMA** (Return Material Authorization) number and shipping instructions will be issued. Products without an **RMA** number will not be accepted.

Returned products must be properly packaged to prevent damage during shipping. Clients are responsible for shipping and handling charges, and the **RMA** number must be prominently displayed on the shipping container. Bullconcept will repair or replace the product and return it at its expense, excluding import duties, taxes, or handling fees, which remain the client's responsibility.

If a product is found non-defective or outside warranty terms, a service fee may apply.

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### Extended Warranty / Out-of-Warranty:

Out-of-warranty product repairs are subject to a repair fee. Bullconcept offers extended warranties and enhanced service options. For more information, please contact the Customer Care Service Centre.

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### Controller-Specific Provisions:

Bullconcept warrants that its standalone software products will perform substantially in accordance with the applicable documentation for a period of ninety (**90**) days from delivery to Bullconcept's direct customer.

If a product fails to comply with the warranty, Bullconcept will, at its discretion, attempt to correct the issue or refund the purchase price.

This warranty is void if the failure is due to unauthorized software modifications, misuse, or abuse. Bullconcept does not warrant that its software is error-free or immune to attacks or vulnerabilities.

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### Warranty Limitations:

Bullconcept's warranties do not apply to any product that:

- (a) Has been subjected to abuse, misuse, neglect, or mishandling.
- (b) Has been opened, repaired, or altered by unauthorized personnel.
- (c) Has been used in unsuitable conditions or environments.
- (d) Has been improperly maintained, stored, transported, or installed.
- (e) Has had its serial number or identification markings altered or removed.

### Warranty Disclaimer:

BULLCONCEPT'S SPECIFIC WARRANTIES SUMMARIZED ABOVE ARE THE ONLY WARRANTIES PROVIDED BY BULLCONCEPT WITH RESPECT TO ITS PRODUCTS (SMART FILM) AND ARE OFFERED IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS, IMPLIED, STATUTORY, OR ARISING FROM CUSTOM, TRADE USAGE, OR COURSE OF DEALING, INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. BULLCONCEPT DISCLAIMS ALL OTHER WARRANTIES TO THE MAXIMUM EXTENT PERMITTED BY LAW.

Without limiting the generality of the foregoing, Bullconcept makes no warranty, express or implied, and disclaims all liability and responsibility for:

- (a) The operation, compliance, labelling, or packaging of any of its products under the laws of any jurisdiction outside the Republic of Cyprus.
- (b) The regulatory compliance of any product in any jurisdiction where compliance has not been explicitly identified by Bullconcept, or the use of any product in a manner not contemplated in the regulatory certifications and approvals for that product within the applicable jurisdiction.

To the extent that an implied warranty cannot be excluded, such warranty is limited in duration to the applicable warranty period. This disclaimer and exclusion remain in effect even if the express warranty fails to achieve its essential purpose.

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### General Technical Support

For additional technical support, visit: <https://bullconcept.com>

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