

WARRANTY TERMS AND CONDITIONS

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PDR-5000 SERIES AUTONOMOUS MOBILE ROBOT

Effective Date: January 1, 2024

1. DEFINITIONS

1. "Company" means Polar Dynamics Robotics, Inc., a Delaware corporation.
2. "Product" means any PDR-5000 Series autonomous mobile robot.
3. "Customer" means the original purchaser of the Product who has received the Product from the Company.

4. "Warranty Period" means twenty-four (24) months from the date of

5. "Operating Environment" means temperature-controlled facilities m

2. LIMITED WARRANTY

1. The Company warrants that the Product will be free from defects in

2. The BlueCore(TM) navigation system is separately warranted for th

3. This warranty extends only to the Customer and is non-transferable

3. WARRANTY COVERAGE

1. During the Warranty Period, the Company will, at its option:

a) Repair the defective Product using new or refurbished parts;

- b) Replace the defective Product with a new or refurbished Product; or
- c) Refund the original purchase price of the Product.

2. Warranty service includes:

- a) Parts and labor for covered repairs
- b) Technical support via telephone and email
- c) Software updates for the BlueCore(TM) navigation system
- d) On-site service for critical failures within continental United States

4. EXCLUSIONS AND LIMITATIONS

1. This warranty does not cover:

- a) Damage resulting from operation outside the Operating Environment
- b) Damage caused by unauthorized modifications
- c) Cosmetic damage not affecting functionality

- d) Normal wear and tear
- e) Consumable parts (batteries, wheels, sensors)
- f) Third-party software or integration issues
- g) Damage from accidents, abuse, or misuse

2. The warranty is void if:

- a) The Product serial number is removed or altered
- b) Repairs are performed by unauthorized personnel
- c) The Product is used outside specified Operating Environment
- d) Required maintenance is not performed per documentation

5. WARRANTY CLAIM PROCEDURE

1. To obtain warranty service, Customer must:

- a) Contact Company's Technical Support within the Warranty Period

- b) Provide proof of purchase and warranty registration
- c) Describe the defect in detail
- d) Follow Company's troubleshooting procedures

2. If on-site service is required, Customer must provide:

- a) Safe access to the Product
- b) Adequate working space and facilities
- c) Electrical power and network connectivity
- d) Qualified personnel to assist Company technicians

6. LIMITATION OF LIABILITY

1. THE COMPANY'S MAXIMUM LIABILITY UNDER THIS WARRANTY

2. THE COMPANY SHALL NOT BE LIABLE FOR:

- a) Lost profits or revenue
- b) Downtime costs
- c) Consequential or incidental damages
- d) Third-party claims against Customer

7. GOVERNING LAW AND JURISDICTION

1. This warranty shall be governed by Delaware law without regard to
2. Any dispute arising from this warranty shall be subject to the exclus

8. GENERAL PROVISIONS

1. This warranty gives Customer specific legal rights, and Customer m
2. If any provision of this warranty is held invalid, the remaining provis

3. This warranty represents the complete agreement concerning warranty.

9. WARRANTY REGISTRATION

1. To activate this warranty, Customer must register the Product within

2. Registration requires:

- a) Product serial number
- b) Date of purchase
- c) Customer contact information
- d) Operating facility details

For warranty service or support:

Polar Dynamics Robotics, Inc.

Technical Support: 1-800-PDR-TECH

Email: support@polardynamics.com

Hours: 24/7/365

