

### **Warranty Terms – Monitoring Neck Tag Flex**

As part of SCR (Engineers) Ltd a company incorporated and registered in Israel, with company number 510728967, whose registered office is at 18 ha'melacha St., Netanya, Israel ("**SCR**") commitment that its products are and will remain free from defects in respect of material and workmanship arising from their normal use and service, and its commitment to customer satisfaction, SCR is offering a warranty against defect in material and workmanship as follows ("**Warranty**"):

#### **General**

Subject to the following, the warranty for Monitoring Neck Tags Flex ("**Neck Tags**"), not including the belt, buckle and weight parts ("**Tag Elements**"), will be 3 years commencing from the date of installation, provided that an activation of the Neck Tags is conducted according to SCR's workbook within 6 months of the date of SCR's bill of lading ("**Supply Date**" and "**Basic Warranty Period**", respectively).

The customer is entitled to purchase an extensive warranty, in accordance with SCR's Extended Warranty procedure. In such an event, the warranty period shall be ending 5 years following the date of installation ("**Extended Warranty Period**").

The warranty on the Tag Elements will be 2 years (not including normal wear and tear) commencing from the date of SCR's bill of lading to the customer ("**Tag Elements Warranty Period**").

Basic Warranty Period, Extended Warranty Period, and Tag Elements Warranty Period, collectively and separately, the "**Warranty Period**").

The above notwithstanding, in the event that an activation of the Neck Tags is not concluded according to SCR's workbook within 6 months of the Supply Date, then the Warranty Period will be counted as of the Supply Date.

During the Warranty Period, defective Neck Tags and Tag Elements will be replaced at no charge. The Warranty Period and terms of this Warranty will also apply to the new Neck Tag and/or Tag Element provided under this Warranty for the remaining term of the Warranty Period of the original Neck Tag or Tag Element replaced.

Following the end of the Warranty Period, the malfunctioning Neck Tags and Tag Elements will be replaced by SCR at the current listed price for a new Neck Tag and/or Tag Element.

#### **Terms**

Neck Tags for replacement must be disassembled from the belt and sent back to SCR after cleaning and disinfecting. The Warranty shall not apply in the event that the Neck Tags and Tags Element has been damaged by unreasonable use, accident or negligence, or in force majeure event, including but not limited to, earthquakes, drought, fires, tidal waves, floods, unanticipated geological or ground conditions, lightning, or any extreme weather or environmental conditions.

SCR's obligation under this Warranty shall be limited to the exchange, free of charge, of the Neck Tag and Tag Elements that has been proved to be defective arising from normal use during the Warranty Period. Any defective Neck Tag and/or Tag Element sent for replacement must be accompanied by detailed information according to the SCR RMA Procedure.

The customer will send the claim first and will notify SCR in advance of the shipment of defective Neck Tags and/or Tag Element. All defective Neck Tags and/or Tag Element will be returned to SCR, unless instructed otherwise by SCR, and only after confirmation by SCR.

Shipment will be at the customer's cost.

It should be noted that, this Warranty is valid on the condition that the Neck Tag and Tag Element is used and stored according to SCR's instructions as set out in SCR's instruction manuals and



according to the technical limitations as stipulated in SCR's literature or as stated by a representative of SCR.

For avoidance of doubt, the Warranty shall not apply in case of loss or breakage.

SCR reserves the right, at its sole discretion, to amend/alter these terms by providing prior written notice of 14 days.

**Note:** The Neck Tags contain a lithium battery and should be disposed of properly according to the regulations of each country.

*Last updated on: August, 2018*