



June 2024

### **Warranty Terms - SenseHub™ Controller**

As part of S.C.R. (Engineers) Ltd, a company incorporated and registered in Israel, with company number 510728967, whose registered office is at 18 Ha'melacha St., Netanya, Israel ("**MSD Animal Health**") commitment that its products are and will remain free from defects in respect of material and workmanship arising from their normal use and service, MSD Animal Health is offering a warranty against defect in material and workmanship as follows ("**Warranty**") as established by an agreement between a selling entity and you (the "**Agreement**"):

#### **General**

Subject to the terms set forth herein, the warranty for SenseHub™ Controller (the "**Products**") will be for the term established by the Agreement if you pay the subscription or **3 years** commencing from the date of installation, if you pay upfront under the Agreement (the "Warranty Period").

During the Warranty Period and subject to the terms set forth herein, defective or malfunctioning Products will be replaced at no charge. The Warranty Period and terms of this Warranty will apply to the replaced Products provided under this Warranty for the remaining term of the Warranty Period of the original Products.

If the Agreement envisages it, following the end of the Warranty Period, the malfunctioning Products will be replaced by MSD Animal Health at the then-current listed price for new Products.



## **Terms**

The Products for replacement must be sent back to MSD Animal Health after cleaning and disinfecting. The Warranty shall not apply in the event that the Products have been damaged by unreasonable use, accident or negligence, or due to 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.

MSD Animal Health 's sole obligation under this Warranty shall be limited to the exchange, free of charge, of the Products that have been proved to be defective or malfunctioning arising from normal use and storage during the Warranty Period. Any defective Products sent for replacement must be accompanied by detailed information according to the MSD RMA Procedure.

The customer will send the claim first and will notify MSD Animal Health in advance of the shipment of defective Products. All defective Products will be returned to MSD Animal Health, unless instructed otherwise by MSD Animal Health, and only after confirmation by MSD Animal Health.

Shipment of the Products under this Warranty from the customer's premises to MSD Animal Health's premises and back to the customer's premises will be at the customer's cost.

It should be noted that, this Warranty is valid on the condition that the Products are used and stored according to MSD Animal Health's instructions as set out in MSD Animal Health's instruction manuals and according to the technical limitations as stipulated in MSD Animal Health's literature or as stated by a representative of MSD Animal Health.

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

MSD Animal Health reserves the right, at its sole discretion, to amend/alter these terms by providing prior written notice not later than 14 days prior to the date when an amended version of this document comes into force.

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