

STid Warranty Policy

Version 5.0 – Effective date 2025 January 1st

The STid Warranty Policy sets out the warranty terms governing all STid products sold by STid and/or part of its subsidiaries. Unless otherwise expressly agreed in writing, all sales of products by STid are made pursuant to STid's General Sales Policy, which can be accessed from STid's public website in the terms and conditions section. The STid warranty Policy is governed by French law.

STid reserves the right to modify its Warranty Policy at any time. Any such amendment will be deemed to be approved upon receipt by the Customer of written notice (including printable email), unless the Customer objects in writing (including printable email) within six (6) weeks after receipts of such notice. STid will advise the Customer in the notice regarding such effects. Any such amendment will take effect once such amended terms are regarded as approved as mentioned above, and shall thereafter apply to all orders received from the Customer.

I. DEFINITIONS

Customer(s): Entity(ies) that have purchased Products directly from STid. All the guarantees applicable to purchasers who have bought STid Products indirectly from Customers for internal use (commonly known as end users) are specified in this Warranty Policy.

Start Date of Warranty: Refers to the start date of the guarantee for STid Products. This date runs from the date of delivery by STid to the customer.

Product(s): Refers to the hardware and/or software sold by STid to the Customer.

II. STID PRODUCT WARRANTIES

STid warrants its Products against defects in materials and assembly from the Start Date of Warranty, for the period specified in Appendix 1 of this document.

Absent a specified warranty period of greater duration, STid guarantees its hardware and software Products against any defect in materials and manufacture for a period of one (1) year from the Start Date of Warranty.

Hardware Warranty

Unless otherwise stated in this Warranty Policy, STid warrants its hardware Products (including embedded software or firmware) to be free from defects in materials and assembly, and to conform to the applicable documentation in effect as of the date of manufacture, for a period of one (1) year from the Start Date of Warranty.

Software Warranty

This clause specifically concerns the provision of embedded software. As the software embedded with the hardware constitutes a unit on behalf of the Customer, the warranty for the finished Product includes the hardware and software warranties. The warranty relating to the embedded software is de facto the same as the hardware warranty and starts on the Start Date of Warranty.

The following warranties will be transferred by the Customer to its own customers, considered as the end-users and solely for their benefit, if the Product was originally purchased by the Customer for resale.

STid guarantees the encoding of the software programme on the medium on which the software is supplied against all material and manufacturing defects, as well as its compliance with the instructions provided for a limited period of ninety (90) days.

The software warranty covers software defects that prevent the Product from running in accordance with the applicable software or user license, previously accepted by the Customer and the end users.

The software warranty does not cover any inappropriate use of the Product, i.e. :

- Hardware damage affecting the software,
- Problems caused by incorrect network configurations or unauthorized software modifications,
- Use in non-compliant environmental conditions (temperature, humidity, etc.),
- Use in an inappropriate environment (other than those mentioned in the user license or other software documentation),
- Problems due to incorrect repair or maintenance or normal use,
- An inappropriate or missing action from the end-user to update the software version or any new software version strongly recommended by STid as part of the continuous improvement of the Products,
- An inappropriate or missing action from the end-user to implement the patches proposed by STid for nominal operation of the Product.

The end user is solely responsible for the protection and backup of the equipment and data used with the software.

This software warranty is applicable to the hardware Products purchased by the Customer from STid and constitutes the sole and exclusive warranty for the Product. The Customer will be responsible for transposing a software guarantee of STid's hardware Products to its own end users, without STid being held directly liable.

III. EXCLUSIVE WARRANTY CLAIMS

Herein are the Customer's sole and exclusive remedies with respect to warranty claims under this Warranty Policy.

RFID card & Bluetooth® virtual credential readers

For all the RFID card and/or Bluetooth® virtual card readers that fail warranty, STid at its sole discretion will either repair the Product or replace it with a new or refurbished Product (replacement Product being an identical model or functional equivalent).

For Products that are sold provided with a lifetime warranty under this Warranty Policy, STid may, at its sole discretion, provide to the Customer a credit towards future purchase from STid in the price amount paid by the Customer for the Product (excluding taxes and levies).

Credentials

For all the credentials such as cards, key fobs, wristbands, tags, labels, disc tags, tokens (...) that fail warranty, STid will provide a credit towards Customer's future purchase of Product from STid in the amount of the price paid by the Customer (excluding taxes and levies) for such credentials.

The warranty shall not apply to damage that is not directly attributable to normal conditions of operation, such as abnormal

impacts, wrong usage, or modifications that are not approved or not performed by STid.

Others

For all other Products that fail warranty, STid will, at its sole option, either repair the Product; replace the Product with a new or refurbished Product (replacement Product being of identical model or functional equivalent); or provide a credit towards Customer's future purchase of Product from STid in the amount of the price (excluding taxes and levies) paid by customer for the Product.

Conditions

Any Product that has either been repaired or replaced under this Warranty Policy shall have warranty coverage for the longer of ninety (90) days or the remaining original warranty period. Replacement parts used in the repair of hardware may be new or equivalent to new. After the applicable Warranty Period has expired, any repair, replacement or workaround services provided by STid will be at STid's most recent standard service rates.

IV. WARRANTY RETURN PROCEDURE

For the purposes of this Warranty Policy only, in order to return to STid a Product that has a defect during the warranty period, the Customer must comply with the following procedure:

- **Notify STid's Support Service** of the Product being returned under warranty using **the e-mail address sav@stid.com or the Support contact form on our website.**
- **Send key information** to STid's Support Service by the same means:
 - **The model number and serial number of the Product,**
 - **A precise description of the defect in the Product that is the subject of the complaint.**
- On receipt of an RMA (Return Material Authorization) number from STid, **return the Product to STid. The package will be clearly identified with the RMA number and will include the after sales returns form completed and signed by the Client.**
- **Ship the Product within the time specified on the STid RMA notice** and at the latest within thirty (30) calendar days following the dispatch of the RMA number by STid.

The Customer notes and accepts that any package returned to STid without an RMA number, with an incomplete after sales returns form (information, signature, etc.) or sent after expiry of the applicable RMA period will not be processed.

The Product must be returned to STid in a testable condition, i.e. a Product returned by the Customer that can be assessed, under the sole STid responsibility, to confirm its condition (functional or defective).

The Product is considered testable if :

- The minimum functionalities are available (e.g. the Product must be able to be switched on or connected),
- Essential or critical components are still present (e.g. PCB, RFID antenna, accessible embedded software),
- The Product is in reasonable physical condition: the Product must not be irreparably damaged or deformed, must not show severe damage (e.g. deep cracks, burns, acts of vandalism, forced use with screwdrivers, etc.).

Otherwise, the Product may be considered untestable in the following cases - non-exhaustive list:

- **Irreparable damages:** Product deformed, burnt, broken, or completely out of working order,
- **Missing parts:** Essential components not included in the return,
- **Alterations :** Software modified or hardware replaced without prior authorization,
- **Non-warranty environmental conditions:** Exposure to environments not covered by the warranty.

Under these conditions, **the guarantee will be invalidated.**

Once the aforementioned conditions have been met by the Customer and upon STid's receipt of the warranty-return Product from the Customer, STid will be responsible for and will be the only party able to assess the returned Product in order to determine whether or not it is covered by the STid warranty

If STid determines that the Product is covered by the warranty, STid will undertake the corrective measures described in this Warranty Policy according to the Product type.

For any other Product assessed by STid and judged not to be defective or not covered by the warranty, the Customer agrees to pay STid a minimum processing fee of €50.00 excluding VAT per unit, as well as the transport costs for returning the equipment to the Customer.

V. OTHER WARRANTY SPECIFIC CONDITIONS

Extended Product warranties

STid may offer extended warranties for some Products at an additional cost, subject to the extension conditions applicable at the time of the request by the Customer, and delivered by its privileged sales contact.

Evaluation of out of warranty Products

Upon express request from the Customer, STid may evaluate Products not covered by the warranty. If STid agrees to perform an evaluation, a minimum administrative fee of €50.00 excluding VAT per unit, as well as transport costs for each Product evaluated will be charged.

Non-warranty repair charges

Upon express request from the Customer, STid may agree to repair some Products not covered by the warranty. The Customer may then contact STid's Support Department for any pricing and implementing conditions.

VI. WARRANTY EXCLUSIONS

STid provides the below non-exhaustive listing of items excluded from warranty coverage:

- any damages to the Product caused by neglect, improper handling, poor storage conditions, unsuitable assembly, poor maintenance, unsuitable repair or intervention, preparation, installation of the Product.
- any misused Product.
- any Product which has undergone even the slightest modification or change without STid approval.
- any Product or its components considered as consumables such as lights or batteries for instance.
- any call-out and installation fees (for assembly and dismantling) as well as transport costs (to and from the repair center) and maintenance fees.
- any free Product which has been used for demonstration or display.

- the durability in time of custom prints. In fact, many factors can effect use of the reader (weather conditions, exposure to UV light, usage conditions, maintenance, etc.), STid cannot guarantee the durability of the print rendering throughout Product service life. Consequently, STid cannot guarantee the durability of pad printing (also called tampography) or digital UV printing on the readers and cannot be liable in this respect.

The STid warranty does not cover any incidental, special or consequential damages, including but not limited to economic loss, lost profits, or lost earnings. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply.

This Warranty Policy provides specific legal rights, and Customers may also have other rights, which rights vary from jurisdiction-to-jurisdiction.

VII. WARRANTY DISCLAIMER

This Warranty Policy sets for the full extent of STid's warranty responsibility. Repair, replacement or credit in the purchase price amount paid for the applicable defective Product, at STid's sole option as indicated in this document, is Customer's exclusive remedy.

This Warranty Policy is provided in lieu of all other express, implied and statutory warranties. All other warranties, express, implied or statutory, including without limitation implied warranties of merchantability, fitness for a particular purpose and

non-infringement of third-party rights, are specifically excluded.

To the extent the foregoing disclaimers are not permitted by applicable law, any implied warranty, including any implied warranty of merchantability or warranty of fitness for a particular purpose, is limited in duration to the applicable warranty period as provided herein. Some jurisdictions do not allow limitations on the duration of an implied warranty, so this limitation may not apply.

ANNEXE1. PRODUCTS WARRANTY PERIOD

The warranty periods may vary according to the Products' typology at STid's catalogue. A distinction can be made between :

- Readers
- Modules
- Credentials

READERS

The physical access control readers listed below offer **a lifetime warranty period**:

- RFID 13,56 MHz MIFARE® Mullion reader - **Architect® One (ARC-I)**
- RFID 13,56 MHz MIFARE® + Bluetooth® Mullion reader - **Architect® One Blue (ARCS-Blue)**
- RFID 13,56 MHz MIFARE® reader - **Architect® (ARC-A)**
- RFID 13,56 MHz MIFARE® + Bluetooth® reader - **Architect® Blue (ARCS-A Blue)**
- RFID 13,56 MHz MIFARE® Keypad reader - **Architect® (ARC-B)**
- RFID 13,56 MHz MIFARE® + Bluetooth® Keypad reader - **Architect® Blue (ARCS-B Blue)**
- RFID 125 kHz + 13,56 MHz MIFARE® Multi-technology reader - **Architect® Hybrid (ARC-I)**
- RFID 125 kHz + 13,56 MHz MIFARE® + Bluetooth® Multi-technology reader - **Architect® Hybrid (ARC-I Blue)**
- RFID 125 kHz + 13,56 MHz MIFARE® Multi-technology Keypad reader - **Architect® Hybrid (ARC-J)**
- RFID 125 kHz + 13,56 MHz MIFARE®+ Bluetooth® Multi-technology Keypad reader - **Architect® Hybrid (ARC-J Blue)**
- RFID 13,56 MHz LEGIC® reader - **Architect® (ARC-L)**
- RFID 13,56 MHz MIFARE® Flush-mounted reader - **Architect® (ARC-WAL)**
- RFID 13,56 MHz MIFARE® Desktop readers / Encoders - **Architect® (ARC-G)**
- RFID 13,56 MHz MIFARE® + Bluetooth® Desktop readers / Encoders - **Architect® Blue (ARCS-G Blue)**
- RFID LEGIC® Desktop readers - **Architect® (ARC-L DESKTOP)**

The lifetime warranty only applies to Products installed by competent and experienced personnel with the professional qualifications required to carry out installations to the highest standards, in compliance with the standards, instructions and recommendations defined by STid, and in accordance with the recommended specifications.

The physical access control readers listed below offer **a two (2) years warranty period**:

- RFID 13,56 MHz MIFARE® Multi-technology reader + QRCode **Architect® (ARC-AQ)**
- RFID 13,56 MHz DESFire® EV3 + Bluetooth® Multi-technology reader + QRCode - **Architect® Blue (ARCS-AQ Blue)**
- RFID 13,56 MHz MIFARE® Multi-technology Keypad reader + QRCode **Architect® (ARC-BQ)**
- RFID 13,56 MHz MIFARE® + Bluetooth® Multi-technology Keypad reader + QRCode - **Architect® Blue (ARCS-BQ Blue)**
- RFID 13,56 MHz MIFARE® Touchscreen Keypad reader - **Architect® (ARC-C)**
- RFID 13,56 MHz MIFARE®+ Bluetooth® Touchscreen Keypad reader - **Architect® Blue (ARCS-C Blue)**
- RFID 13,56 MHz MIFARE® Multi-technology Touchscreen Keypad reader + QRCode - **Architect® (ARC-CQ)**
- RFID 13,56 MHz MIFARE® + Bluetooth® Multi-technology Touchscreen Keypad reader + QRCode - **Architect® Blue (ARCS-CQ Blue)**
- RFID 13,56 MHz MIFARE® Biometric reader - **Architect® (ARC-D)**
- RFID 13,56 MHz MIFARE® + Bluetooth® Biometric reader - **Architect® Blue (ARCS-D Blue)**
- RFID 13,56 MHz MIFARE® Biometric Keypad reader - **Architect® (ARC-E)**
- RFID 13,56 MHz MIFARE® + Bluetooth® Biometric Keypad reader **Architect® Blue (ARCS-E Blue)**
- RFID 13,56 MHz MIFARE® Biometric Touchscreen reader **Architect® (ARC-F)**

- RFID 13,56 MHz MIFARE® + Bluetooth® Biometric Touchscreen reader **Architect® Blue (ARCS-F Blue)**
- RFID 13,56 MHz DESFire® EV3 **Architect®** Desktop readers / Enrollers - **(ARC-H)**
- RFID 13,56 MHz MIFARE® + Bluetooth® Desktop readers / Enrollers - **Architect® Blue (ARCS-H Blue)**
- RFID 125 kHz Multi-Prox + 13,56 MHz MIFARE® Multi-technology reader - **Architect® (ARC-IM)**
- RFID 125 kHz Multi-Prox + 13,56 MHz MIFARE® + Bluetooth® Multi-technology reader- **Architect® Blue (ARCS-IM Blue)**
- RFID 125 kHz Multi-Prox + 13,56 MHz MIFARE® Multi-technology Keypad reader- **Architect® (ARC-JM)**
- RFID 125 kHz Multi-Prox + 13,56 MHz MIFARE® + Bluetooth® Multi-technology Keypad reader - **Architect® Blue (ARCS-JM Blue)**
- RFID 125 kHz + 13,56 MHz MIFARE® Multi-technology Touchscreen Keypad reader **Architect® (ARC-K)**
- RFID 125 kHz Multi-Prox + 13,56 MHz MIFARE® Multi-technology Touchscreen Keypad reader - **Architect® (ARC-KM)**
- RFID 125 kHz Multi-Prox + 13,56 MHz MIFARE® + Bluetooth® Multi-technology Touchscreen Keypad reader - **Architect® Blue (ARCS-KM Blue)**
- RFID 13,56 MHz LEGIC® **Architect®** Touchscreen Keypad reader - **Architect® (ARC-M)**
- RFID 13,56 MHz LEGIC® Touchscreen Keypad reader - **Architect® (ARC-N)**
- RFID 13,56 MHz LEGIC® Biometric reader - **Architect® (ARC-O)**
- RFID 13,56 MHz LEGIC® Biometric Touchscreen Keypad reader - **Architect® (ARC-Q)**
- RFID 13,56 MHz MIFARE® EV3 reader - **Architect® (ARC-T)**
- DESFire® EV3 ATEX & IECEx Certified reader - **Architect® ATX DESFire®**
- RFID 125 kHz + 13,56 MHz MIFARE® ATEX & IECEx Certified Multi-technology reader **Architect® Hybrid ATX**
- RFID 125 kHz Multi-Prox + 13,56 MHz MIFARE® ATEX & IECEx Certified Multi-technology reader - **Architect® Hybrid ATX Multi-Prox**

Unless otherwise notified in writing, which takes precedence over this Appendix 1, all other readers in the STid catalogue **are guaranteed for one (1) year.**

**MIFARE®, LEGIC® and Bluetooth® are registered trademarks of NXP B.V, LEGIC® and Bluetooth®.*

MODULES

The (OEM) Modules listed below offer **a two (2) years warranty period:**

- 13,56 MHz DESFire® EV3 OEM Mullion Module – **MA1**
- 13,56 MHz DESFire® EV3 + Bluetooth® OEM Mullion Module - **MA1S Blue**
- 13,56 MHz DESFire® EV3 OEM Module – **MAT**
- 13,56 MHz DESFire® EV3 Compact OEM Module – **MS2**
- 13,56 MHz DESFire® EV3 + Bluetooth® Compact OEM Module - **MS2S Blue**

**MIFARE®, LEGIC® and Bluetooth® are registered trademarks of NXP B.V, LEGIC® and Bluetooth®.*

Unless otherwise notified in writing, which takes precedence over this Appendix 1, all other modules in the STid catalogue **are guaranteed for one (1) year.**

CREDENTIALS

The Credentials listed below offer **a three (3) years warranty period:**

- IronTag® Aero Flyable On-Metal Tags
- IronTag® Xtrem High Performance On-Metal Tags
- IronTag® Flex High Memory Flexible On-Metal Tags
- IronTag® 360 Flexible On-Metal Tags

Unless otherwise notified in writing, which takes precedence over this Appendix 1, all other credentials in the STid catalogue **are guaranteed for three (3) months.**