

Return Material Authorization (RMA) Policy

Seqrite UTM

For India Territory

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The following policy governs Quick Heal Technologies Ltd.'s policy for hardware appliance return warranty. This policy is subject to change from time to time based on government and other policy regulations without prior notice. We encourage you to check our updated policy at <https://www.seqrite.com/resources/cat/policy> regularly. We respect your privacy and strive to protect your personal information. This policy shows what sort of information we may ask from you and for what purposes. Please check our privacy policy at <https://www.seqrite.com/privacy-policy>.

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Seqrite UTM Appliance Return Material Authorization (RMA) Policy

The Return Material Authorization (RMA) Policy document aims to support Seqrite customers in the event of UTM hardware appliance failure. It lists the guidelines which shall be followed to receive prompt support from Seqrite to claim RMA service for any failed appliance.

Kindly note that the UTM Hardware Warranty is mentioned in detail in End User License Agreement (EULA) which one can find at the following webpage:

https://www.seqrite.com/documents/en/eula/Seqrite_UTM_EULA.pdf

This policy is subject to conditions mentioned in the EULA.

1. Return Material Authorization (RMA) Approval Procedure

1.1 Registering the RMA request

The customer shall contact the Seqrite support using the contact details given on the following webpage. <https://www.seqrite.com/seqrite-support-center/>

Engineer will obtain the following details from customer to log a RMA Request:

- a. Hardware Serial Number and Model Number
- b. Company Name
- c. Email Address
- d. Product Key registered on appliance
- e. Software version number running of appliance
- f. Contact Number

1.2 Approval of RMA Request from Seqrite Support Team

1.2.1 A Seqrite Support Engineer will first verify the Hardware Serial Number and registered product key to confirm current status of active subscriptions on appliance. Appliances with valid hardware warranty subscriptions only will be further processed by the support engineer.

In case the reported appliance is not under valid hardware warranty subscription, then the Support engineer will follow the process described in Point 5 below.

1.2.2 A Seqrite support engineer would log reported issue with a support ticket in system and will provide a ticket number to the customer.

- 1.2.3 To confirm hardware issue on appliance, Seqrite support engineer may require the following information or access to troubleshoot the hardware fault but it's not limited to below list:
- a. Serial Console Access of UTM Appliance
 - b. UTM Hardware and LEDs working behavior on appliance
 - c. Network Diagram or Deployment Scenario
 - d. GUI, SSH Access to UTM Appliance using LAN or WAN
 - e. Photographs or Video recording file of UTM Appliance which displays the Hardware serial number and the fault on appliance with all supporting cables or Power Adaptor connected to appliances.
- 1.2.4 The Seqrite Support Engineer will try to make the device functional if engineer finds that the reported issue can be fixed remotely.
- 1.2.5 Once Seqrite Support Engineer confirms hardware fault on appliance, engineer will notify customer if that appliance has to undergo RMA process and sends confirmation email about initiation of RMA process with Seqrite. The customer must reply to this email with Complete Shipment Address detail within one business days to which they need the replacement appliance to be delivered.

2. Shipment Procedure

Shipment Procedure varies as per subscription on appliance. By default, Seqrite offers one year hardware warranty and standard replacement services.

Customer can purchase additional hardware warranty subscriptions for 2nd and 3rd year.

Customer with Advance RMA Subscriptions are eligible to receive Advance Replacement from Seqrite.

2.1 Standard Replacement:

- 2.1.1 Upon successful completion of RMA Approval Process, Seqrite Logistic team will send follow up email to the customer to ship the Faulty UTM appliance to Seqrite RMA Center.
- 2.1.2 The failed UTM Appliance must be shipped to Seqrite by customer at customer's cost.
- 2.1.3 Customer must ship appliance with Power Adaptor (Whenever applicable) and other hardware accessories received with appliance.
- 2.1.4 The customer must send the faulty appliance within anti-static bags, and an appropriate container should be used to transport the appliance.
- 2.1.5 If the faulty appliance is not properly packed and received in damaged condition, it will be returned back to customer at the customer's cost. Customer has to pay

replacement appliances cost as per the current list price of similar appliance model.

- 2.1.6 Upon successful receipt of Faulty unit, Seqrite logistic team will dispatch replacement appliance within 3 Business days.
- 2.1.7 Seqrite will ship replacement appliance via standard ground courier at Seqrite cost.
- 2.1.8 Seqrite reserves the right to provide replacement unit from any of its nearest branch office as per the best availability of replacement appliances.
- 2.1.9 Seqrite reserves the right to provide only a replacement component instead of complete appliance.
- 2.1.10 Seqrite shall not be responsible for any delay caused by the state authority due to no availability of any documents or any delay in transportation caused by courier or Transport Company.
- 2.1.11 Any communication to Logistic team can be done via email address UTMRMA@Seqrite.com

2.2 Advance Replacement:

- 2.2.1 Upon successful completion of RMA Approval Process, Seqrite Logistic team will send follow up email to the customer to provide advance detail which may include following but not limited to :
 - a. Way bill, transport permit
 - b. Any statutory documents required for shipment of replacement appliance
- 2.2.2 Upon successful receipt of all statutory document from customer as per law, Seqrite logistic team will dispatch replacement appliance within 3 Business days.
- 2.2.3 Seqrite will ship replacement appliance via standard ground courier at Seqrite cost.
- 2.3.4 Seqrite reserves right to provide replacement unit from any of its nearest branch office as per the best availability of replacement appliances.
- 2.2.5 Seqrite reserves the right to provide only a replacement component instead of complete appliance.
- 2.2.6 Seqrite shall not be responsible for any delay caused by the state authority due to no availability of any documents or any delay in transportation caused by courier or Transport Company.
- 2.2.7 The failed UTM Appliance must be shipped to Seqrite by customer at customer's cost within 10 days from the date of RMA Approval from Seqrite. The customer is responsible to pay all taxes, charges etc. which may incur to ship faulty unit to Seqrite.

- 2.2.8 Customer must ship appliance with Power Adaptor (Whenever applicable) and other hardware accessories received with appliance.
- 2.2.9 The customer must send the faulty appliance within anti-static bags, and an appropriate container should be used to transport the appliance.
- 2.2.10 If the faulty appliance is not properly packed and received in damaged condition, it will be returned at the customer's cost. Customer has to pay replacement appliances cost as per the current list price of similar appliance model.
- 2.2.11 Any communication to Logistic team can be done via e-mail address UTMRMA@Seqrite.com

3. Subscription Transfer Process

- 3.1 Seqrite will ship replacement appliance with a RMA Code which customer can register to activate balance subscription on replacement appliance. Registering RMA code will only transfer balance subscription of faulty appliance to a replacement appliance.
- 3.2 For Advance Replacement, the faulty unit must reach to Seqrite within 30 days from the date of shipment of the Replacement appliance. If the customer fails to return faulty unit within above timeline, all the active UTM subscriptions of customer will be suspended with immediate effect on 31st Day. This is automatic process.
- 3.3 Customer can contact Logistic Team on email UTMRMA@Seqrite.com if any communication is required regarding suspension of licenses. Customer has to produce valid proof of shipment of Faulty appliance to Seqrite in order to request for unblocking of subscriptions.

4. Warranty not valid

In the following situations, the UTM Hardware warranty shall not be valid and the RMA claim can be declined by Seqrite:

- 4.1 If the faulty UTM appliance received back by Seqrite is in a damaged condition.
- 4.2 If the Appliance warranty sticker is absent or perforated.
- 4.3 If the UTM Appliance is damaged due to power voltage fluctuation.
- 4.4 If the Subscription period of the UTM Appliance has expired.
- 4.5 If the device has been misused, disassembled or modified, operated in inappropriate environmental conditions, not maintained well or has been subjected to any other similar situation, then Seqrite will not be responsible for approving the warranty or RMA claim.
- 4.6 In case the UTM Appliance is damaged due to natural calamities including; lightning, flood, earthquake or fire.

In case voidance of warranty found after receipt of faulty appliance when Seqrite has already provided replacement appliance to customer, customer has to pay the replacement appliances cost as per the current list price of similar appliance model. If customer denies to pay the cost in voidance of warranty case, Seqrite reserves the right to suspend all active subscriptions of customer.

5. Out of Subscription Repair Procedure

- 5.1 Customer has to ship the faulty UTM appliance at customer's cost to Seqrite.
- 5.2 The Seqrite team will inform customer about the estimated cost of repairing out of warranty/subscription device after examining the device.
- 5.3 50% of the estimated repairing cost is required to be paid by the customer in advance, before the damaged hardware/device gets repaired. Seqrite shall send the repaired device to the customer along with the invoice only after the complete payment is done by the customer.
- 5.4 Transport charges shall also be included in the Service charge in case the customer withdraws the repair request of the device/hardware that is not in the warranty period after the problem is diagnosed by Seqrite.
- 5.5 The time required to address such problems will be informed to the customer and the same shall vary in a different situation depending upon the complexities involved in the repairing process.

6. DOA (Dead on Arrival)

- 6.1 If Seqrite UTM Appliance fails within 15 Days from the date of Purchase, UTM appliance will be considered as Dead on Arrival.
- 6.2 DOA Claim needs to be approved as per the RMA Approval Procedure.

7. Components not covered under limited hardware warranty and RMA policy

- 7.1 Only UTM Hardware Appliance related issues are covered under the Limited Hardware Warranty and in the scope of Seqrite RMA Policy.
- 7.2 Accessories like Power Adaptors, Serial Console Cable, ETH LAN and WAN Cables are not covered under limited hardware warranty and cannot be claimed for RMA under hardware warranty.

8. "Replacement Appliance" Definition

- 8.1 The replacement unit may be a repaired or refurbished or brand new appliance of equivalent hardware model or higher hardware model.

9. UNDER NO CIRCUMSTANCES SHALL SEQRITE BE LIABLE TO ANY CUSTOMER UNDER THIS RMA POLICY DOCUMENT FOR ANY LOSS OR DAMAGE SUFFERED BY CUSTOMER, EXCEPT TO EXTEND OF THE REPLACE OF FAULTY UTM HARDWARE APPLIANCE.