

Warranty Statement

Warranty period

Integrated Optics, UAB warrants MatchBox® lasers and purchased accessories to the original purchaser (the Buyer) only, that the laser system and/or accessories, that is the subject of this sale, (a) conforms to specifications provided before a certain laser and/or accessories have been shipped to the buyer and (b) is free from defects in materials and workmanship.

The MatchBox® lasers are warranted to conform to Integrated Optics, UAB published specifications and to be free from defects in materials and workmanship for a period of:

- 14 months or 10000 hrs, whichever occurs first;
- Operational time calculation is based on an internal EPROM counter.

Accessories are warranted to conform to Integrated Optics, UAB published specifications and to be free from defects in materials and workmanship for a period of 14 months without operational hours limitations.

The Buyer is responsible for providing the appropriate utilities and an operating environment as outlined in the product literature. Damage to the laser system caused by failure of the buyer's utilities or failure to maintain an appropriate operating environment, is solely the responsibility of the buyer and is specifically excluded from any warranty, warranty extension, or service agreement.

The Buyer is responsible for prompt notification to Integrated Optics, UAB of any claims made under warranty. In no event will Integrated Optics, UAB be responsible for warranty claims made later than seven (7) days after the expiration of warranty.

All repair cases are registered and provided with RMA (Return Merchandise Authorization) numbers for repair and tracking of the case.

Under warranty repair terms

To receive under warranty repair service, Integrated Optics, UAB technical support (support@integratedoptics.com) must be contacted and provided with detailed explanation of the issue, item code(s) and, if there is such, serial number(s). Also, it is advised to email screenshots of the laser control software, which provides valuable information.

Laser repair terms:

- a) Typical repair time is 1-8 weeks, depending on the laser and the issue. Repairs are prioritized the same way as new production.



- b) Depending on the laser manufacturing (optics bonding) technology used, the laser is either repaired or fully reworked.
- c) Replacement lasers are not provided for the period of repair.
- d) After the repair, the initial warranty term is not extended, unless Integrated Optics, UAB is informed about some problems of the repaired unit right after its return to the customer site.

Accessories repair terms:

- a) If accessory(ies) was returned without a laser, the typical repair time is 1-2 weeks, depending on accessory and the issue. Repairs are prioritized the same way as new production.
- b) If accessory(ies) was returned with an issued laser, the typical repair time equals the laser repair time.
- c) Replacement accessories are not provided for the period of repair. However, the sales partners might have and offer some replacement accessories from their stock.
- d) After the repair, the initial warranty term is not extended, unless Integrated Optics, UAB is informed about some problems of the repaired unit right after its return to the customer site.

Out of warranty repair terms

To receive out of warranty repair service, Integrated Optics, UAB technical support (support@integratedoptics.com) must be contacted and provided with detailed explanation of the issue, item code(s) and, if there is such, serial number(s) and software screenshots.

Laser repair terms:

- a) Typical repair time 1-8 weeks, depending on the laser and the issue. New orders are prioritized higher, so in case of high production load, repair time of non-warranty lasers might increase.
- b) After inspection – 10% trade-in discount for a new laser, or repair is offered.
- c) Repair option is provided only if the laser has been produced using the manufacturing (optics bonding) technology, which is currently in use and there are no other technical obstacles. In most cases, this can be foreseen in advance, before shipping the laser for repair.
- d) After repair, the warranty is not provided, nor extended.

Accessories repair terms:

- a) If accessory(ies) was returned without a laser, the typical repair time is 1-2 weeks, depending on accessory and the issue. New orders are prioritized, so in case of high production load, repair time of non-warranty lasers might increase.
- b) If accessory(ies) was returned with an issued laser, the typical repair time equals laser repair time.
- c) After inspection – 10% trade-in discount or repair is offered.
- d) Repair option is provided only if issued accessory(ies) is still in production.
- e) After repair, the warranty is not extended.

Trade-in discount terms:



Trade-in discount is a 10% discount from the current product price, provided on Integrated Optics, UAB website (<https://integratedoptics.com/>). Trade-in discount is only offered if the out-of-warranty product is returned to the supplier and replaced with the discounted one. The items must have the same item code.

Limitations of warranty:

The foregoing warranty shall not apply to defects resulting from:

- Components and accessories manufactured by companies, other than Integrated Optics, UAB, which have separate warranties,
- Improper or inadequate maintenance by the buyer, including back-reflections, which results in malfunction of the laser diode.
- Buyer-supplied interfacing,
- Operation outside the environmental specifications of the product,
- Unauthorized modification or misuse,
- Improper site preparation and maintenance, or
- Opening the laser housing.

THIS WARRANTY IS EXCLUSIVE IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL OR IMPLIED, AND DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL LOSS. Integrated Optics, UAB SPECIFICALLY DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Shipping terms and conditions:

Under Warranty:

The client agrees to pay all freight and insurance costs associated with returning lasers and/or accessories back to Integrated Optics, UAB, whereas Integrated Optics, UAB agrees to pay all such costs for sending returned lasers back to the Client.

Outside warranty or void warranty:

The client agrees to pay repair charges, all freight and insurance costs for lasers and/or accessories sent back to Integrated Optics, UAB and returned to Client after repair.

Signed by

Date: 13th of May, 2021

Evaldas Pabrėža
CEO

