

LatticeWork Return Merchandise Authorization (RMA) and Limited Warranty Policy

Effective Date: March 30, 2026

Applies To: LatticeWork VAISense Servers (“Products”)

1. Limited Warranty

1.1 Warranty Coverage

LatticeWork warrants that its Products will be free from defects in materials and workmanship under normal use for a period of **three (3) years** from the date of shipment or original purchase (“Warranty Period”).

1.2 Remedies

During the Warranty Period, LatticeWork shall, at its sole discretion:

- (a) Repair the defective Product; or
- (b) Replace the defective Product with a new or refurbished equivalent product

Repaired or replaced Products are warranted for the remainder of the original Warranty Period or ninety (90) days, whichever is longer.

1.3 Warranty Limitations

This Limited Warranty does not cover:

- Damage due to misuse, abuse, neglect, or improper installation
- Unauthorized modification or repair
- Damage caused by accident, power surge, or environmental conditions
- Normal wear and tear
- Use outside of specified operating conditions

2. Return Policy (30-Day Refund Period)

2.1 Return Eligibility

Customers may request a return for refund within **thirty (30) days** from the date of delivery (“Return Period”), subject to the conditions outlined herein.

LatticeWork Return Merchandise Authorization (RMA) and Limited Warranty Policy

2.2 Conditions for Return

To qualify for a refund:

- The Product must be returned in **original condition**
- The Product must include all **original packaging, components, and accessories**
- The Product must not show signs of misuse, damage, or alteration

LatticeWork reserves the right to inspect all returned Products prior to approving a refund.

3. Restocking Fee

3.1 Standard Fee

A **fifteen percent (15%) restocking fee** shall apply to all non-defective returns approved within the Return Period.

3.2 Deductions

The restocking fee will be deducted from the total refund amount issued to the customer.

4. Return Merchandise Authorization (RMA) Process

4.1 RMA Requirement

All returns must be pre-authorized by LatticeWork through issuance of a valid **Return Merchandise Authorization (RMA) number**.

4.2 RMA Request

Customers must provide:

- Proof of purchase
- Product serial number
- Description of issue or reason for return

4.3 Return Shipment

- The RMA number must be clearly marked on the exterior of the return package
- Products must be shipped within the timeframe specified in the RMA approval
- Unauthorized returns or returns without valid RMA may be refused or returned at sender's expense

LatticeWork Return Merchandise Authorization (RMA) and Limited Warranty Policy

5. Dead on Arrival (DOA) and Defective Products

5.1 DOA Claims

Products reported as defective within **thirty (30) days** of delivery may be classified as “Dead on Arrival” (DOA), subject to verification.

5.2 Remedy for Defects

Verified defective or DOA Products are eligible for:

- Replacement (preferred), or
- Repair

No restocking fee shall apply to verified defective returns.

6. Non-Returnable Products

The following items are non-returnable and non-refundable:

- Custom-configured or build-to-order Products
- Products returned after the Return Period
- Products that are damaged, altered, or missing components
- Software, licenses, or services (if applicable)

7. Shipping and Risk of Loss

7.1 Customer Responsibility

- Customers are responsible for all return shipping costs unless the Product is verified defective
- Customers bear the risk of loss or damage during return shipment

7.2 LatticeWork Responsibility

- LatticeWork may, at its discretion, cover shipping costs for warranty replacements or repairs

LatticeWork Return Merchandise Authorization (RMA) and Limited Warranty Policy

8. Refund Processing

Approved refunds will be:

- Issued to the original method of payment
- Processed within **fourteen (14) days** following inspection and approval

Shipping and handling charges are **non-refundable**, unless otherwise required by law.

9. Limitation of Liability

To the maximum extent permitted by applicable law:

- LatticeWork shall not be liable for any indirect, incidental, special, or consequential damages, including loss of data, revenue, or business interruption
- LatticeWork's total liability shall not exceed the original purchase price of the Product

10. Governing Law

This Policy shall be governed by and construed in accordance with the laws of the **State of California, United States**, without regard to conflict of law principles.

11. Amendments

LatticeWork reserves the right to modify this Policy at any time without prior notice. Updated versions will be posted through official company channels and shall apply to all purchases made after the effective date.

12. Contact Information

For RMA requests or warranty support, please contact:

LatticeWork Return Merchandise Authorization (RMA) and Limited Warranty Policy

LatticeWork Support Team

support@latticeworkinc.com