ANABON SECURITY INC.

RMA Policy and Procedure

Last updated October 2026

This policy explains how commercial customers purchase directly from Anabon Security Inc. ("Anabon") request returns, warranty service, and Advanced Replacement. Commercial customers include system integrators, security solution providers, contractors, installers, dealers, distributors, and other businesses and organizations. A Return Merchandise Authorization ("RMA") is required before sending any product to Anabon.

1. Scope and Warranty Eligibility

Anabon's contractual product warranty is provided exclusively to the original commercial customer that purchased the product directly from Anabon (the "Purchaser"). The warranty is non-transferable and does not transfer to an end user, subsequent owner, or any other third party. Resale or installation does not create a direct contractual warranty relationship between Anabon and the end user.

The Purchaser must submit the claim and return the product with a copy of the corresponding Anabon purchase invoice and its serial number, unless Anabon authorizes otherwise in writing. An invoice issued by the Purchaser to an end user does not replace the Anabon invoice. Warranty service remains subject to account status under Section 7.

2. Product Warranty Periods

Unless a different period is expressly agreed in writing for the product, the following limited warranty periods apply from the original Anabon purchase date. Coverage concerns qualifying product defects and is subject to inspection and the exclusions in Section 3.

Product Category	Warranty Period
CASE cameras and NVRs other than PTZ cameras	6 years
CASE PTZ cameras	3 years
CASE accessories	Lifetime warranty
Batteries included in CASE cameras	2 years
MILESIGHT cameras NVRs and devices	2 years
SMARTUS products other than solar panels	2 years
SMARTUS solar panels	1 year
Hard drives	See Section 6

For other brands or products, the applicable written product warranty or manufacturer's warranty governs. Repair or replacement does not restart the original warranty period unless expressly confirmed in writing or required by law.

3. Warranty Assessment and Exclusions

Anabon will inspect returned products and determine whether the reported fault qualifies for warranty coverage. A covered defect will be addressed through repair or replacement under the applicable warranty. RMA authorization permits evaluation and does not, by itself, confirm warranty coverage or approve a refund.

Warranty coverage excludes damage caused by misuse, mishandling, cut wires, improper installation, and water or electrical damage resulting from inadequate installation. Damage caused during return shipping is not a product defect. Anabon will notify the Purchaser if inspection identifies a non-covered condition or does not confirm the reported defect.

Any chargeable repair requires the Purchaser's written approval. If the Purchaser requests return of a product that does not qualify for warranty service, the Purchaser is responsible for the return shipping cost.

4. Returns Within the Return Period

Return Category	Period from Original Purchase	Available Outcome
Standard eligible products	Within 30 days	Refund or exchange for another model
Standard eligible products	Days 31 to 45	Account credit for a future purchase
CASE units supplied in a test package	Within 90 days	Refund or account credit after inspection

PTZ cameras and hard drives are excluded from both the standard 45-day return option and the 90-day CASE test-package return option. These exclusions concern discretionary returns and do not remove applicable defect warranty coverage.

Standard returns must be unused, free from defects, and include the original packaging and accessories. All returned products must be in fully saleable condition, with no installation damage or signs of misuse. The 90-day return option applies exclusively to CASE units supplied as part of a test package.

Contact Technical Support or Customer Service and obtain authorization within the applicable return period. The authorization will specify the return instructions and deadline for dispatch. Products that do not meet the return conditions may be rejected or receive a partial refund or credit after inspection. After the applicable return period, service is limited to eligible warranty claims.

5. Advanced Replacement

Advanced Replacement is available exclusively for eligible CASE-branded products covered under Anabon's applicable warranty program. It does not apply to products from other brands distributed, supplied, or warranted by Anabon unless Anabon expressly confirms otherwise in writing.

For eligible CASE products, Advanced Replacement allows an approved replacement unit to be dispatched before Anabon receives the defective product. This service is available only to approved Purchasers during the applicable warranty period, after Technical Support troubleshooting and confirmation of the reported defect, and subject to Section 7.

Before dispatch, Anabon may require a completed credit application and written payment authorization or a payment-card preauthorization for the disclosed replacement value. The authorization must identify the amount and the circumstances under which a charge may be made.

Unless Anabon confirms a different deadline in writing, the Purchaser must dispatch the defective product within seven business days of the Advanced Replacement request. The return must include the RMA reference, invoice copy, and product serial number. A defective product must not be disposed of without Anabon's written authorization.

Anabon will inspect the returned product. If the defect is covered under the applicable CASE warranty, the replacement will be treated as a warranty replacement and the related payment hold will be released or the account adjusted as appropriate.

If the defective product is not returned as agreed, or if the reported fault is determined not to be covered under warranty, Anabon may invoice the disclosed replacement value or charge it only under the Purchaser's payment authorization, after notifying the Purchaser of the reason.

For approved CASE Advanced Replacement claims, Anabon covers standard shipping for both the return of the defective product and shipment of the replacement unit, using Anabon's authorized shipping arrangements.

Products from other brands are still eligible for standard warranty or RMA service according to their applicable warranty terms, but Advanced Replacement is not included unless specifically authorized by Anabon in writing.

6. Hard Drive Claims

For a hard drive that is defective out of the box, Anabon will provide a replacement at no additional product cost after RMA approval and verification. The Purchaser pays to return the defective drive, and Anabon pays standard shipping of the replacement. This specific shipping rule applies to hard drives.

For a hard drive fault that is not an out-of-box defect, the Purchaser must verify coverage and follow the drive manufacturer's warranty procedure directly. The Purchaser should back up data where possible and remove confidential information before return. Warranty service does not include data recovery.

7. Past Due Accounts and Suspension of Services

If any amount remains unpaid for more than 30 calendar days after its payment due date, Anabon may, upon written notice, place the customer's account on hold and suspend technical support, RMA processing, repairs, warranty replacements, Advanced Replacement, order processing, shipments, and further credit privileges. The suspension applies to the customer's entire account, including services for products whose purchase invoices have already been paid. Services may remain suspended until all overdue amounts are paid in full or alternative payment arrangements are approved in writing by Anabon.

Suspension does not cancel the applicable product warranty. The customer may submit a written warranty claim during suspension, and Anabon will retain its original submission date when determining whether it was submitted within the warranty period. Processing and fulfilment may remain suspended until the account hold is resolved. Suspension does not restart or extend the original warranty period.

Approved credits will be recorded and applied to the customer's account as appropriate; an account hold does not erase an approved credit. Nothing in this section excludes rights or obligations that cannot lawfully be excluded.

8. How to Request Service

1. Contact Technical Support for a suspected defect, or Customer Service for an eligible discretionary return. For technical issues, cooperate with troubleshooting before requesting an RMA.
2. Submit the RMA request at www.anabon.com/rma/. Include the company name, contact details, Anabon invoice copy, model, serial number, quantity, and a clear description of the fault or return reason. For multiple products, identify each item separately.
3. Wait for written RMA authorization and shipping instructions. Package each product securely and include the authorization and supporting invoice. Do not send unauthorized items or ships to an address other than the one specified. Any product sent in error or returned without prior authorization may, at Anabon's discretion, be returned to the Purchaser at the Purchaser's expense or disposed of after ten (10) working days' written notice to the Purchaser. Anabon shall not be responsible for any costs, losses, or damages arising from unauthorized or incorrectly shipped products, to the extent permitted by applicable law.
4. Anabon will assess the returned product and communicate its decision within seven business days of receipt, provided the account is eligible for service and the required information and product are available. Missing information or an account hold may delay processing.
5. If a refund or credit is approved, Anabon will issue it within ten business days after approval. Repair and replacement timing depends on the assessment and product availability; Anabon will communicate the applicable arrangements.

The Purchaser is responsible for return shipping unless a specific exception in Section 5 or 6, or the written RMA authorization, applies. Any other shipping charges must be identified in the

authorization. Support requests and claim notices may be submitted while an account is suspended, but technical work and fulfilment remain subject to Section 7.

9. Governing Law and Dispute Resolution

This document and the commercial relationship between Anabon and the customer are governed by the laws of Ontario and the federal laws of Canada applicable therein.

Subject to mandatory applicable law, any dispute arising out of or relating to Anabon's Terms and Conditions, the RMA Policy and Procedure, purchases, payments, or warranty services shall be resolved by binding arbitration seated in Toronto, Ontario, Canada, before one arbitrator. The arbitration shall be conducted in English under Ontario's Arbitration Act, 1991, or the International Commercial Arbitration Act, 2017, as applicable.

The parties shall jointly appoint the arbitrator. If they cannot agree within 30 days after written notice requesting arbitration, either party may request appointment by the competent Ontario court. Hearings may be conducted remotely as agreed by the parties or directed by the arbitrator. The arbitrator may allocate arbitration costs and reasonable legal fees.

The award is binding, subject to any review or appeal permitted by applicable law. Either party may seek interim relief, assistance with the arbitration, or recognition and enforcement of an award from a court of competent jurisdiction.

10. Acceptance and Document Priority

This policy forms part of the transaction when provided to and accepted by the Purchaser before or when the transaction is agreed. It does not automatically replace the terms of earlier purchases or existing agreements. A separately signed agreement expressly addressing the same subject prevails; otherwise, this policy governs warranty and return procedures and the accepted Anabon Terms and Conditions govern other matters. Non-waivable legal rights remain unaffected.

Purchaser company: _____

Authorized representative and title: _____

Signature: _____ Date: _____

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