

LIMITED WARRANTY AND LIABILITY

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR BY COUNTRY OR PROVINCE). OTHER THAN AS PERMITTED BY LAW, INSEEGO CORP DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU MAY HAVE, INCLUDING THOSE THAT MAY ARISE FROM A PARTICULAR SALES CONTRACT.

INSEEGO CORP warrants for the 12-month period (or 24-month period if required by statute where you purchased the Product) immediately following your receipt of the Product that the Product will be free from defects in material and workmanship under normal use. TO THE EXTENT PERMITTED BY LAW, THESE WARRANTIES ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The exclusive remedy for a claim under this warranty shall be limited to the repair or replacement, at INSEEGO CORP'S option, of defective or non-conforming materials, parts, components or the device. The foregoing warranties do not extend to (I) non conformities, defects or errors in the Products due to accident, abuse, misuse or negligent use of the Products or use in other than a normal and customary manner, environmental conditions not conforming to INSEEGO CORP'S specification, of failure to follow prescribed installation, operating and maintenance procedures, (II) defects, errors or nonconformities in the Product due to modifications, alterations, additions or changes not made in accordance with INSEEGO CORP'S specifications or authorized by INSEEGO CORP, (III) normal wear and tear, (IV) damage caused by force of nature or act of any third person, (V) shipping damage, (VI) service or repair of Product by the purchaser without prior written consent from INSEEGO CORP, (VII) products designated by INSEEGO CORP as beta site test samples, experimental, developmental, reproduction, sample, incomplete or out of specification Products, or (VIII) returned products if the original identification marks have been removed or altered. There is no warranty that information stored in the Product will be retained following any Product repair or replacement.

EXCEPT AS PROVIDED IN THIS WARRANTY AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, INSEEGO CORP IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY. THE FOREGOING LIMITATION SHALL NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS. SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

AUSTRALIAN CONSUMER LAW REQUIREMENTS. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits provided by this warranty are in addition to other rights and remedies available under the law in relation to the product.

inseego5G

Please keep a record of your device information. We recommend that you record the following details and attach your receipt or proof of purchase to this card for safe keeping.

Device Model:

Date of Purchase:

Device IMEI:

In the event of a device issue or fault, please follow the steps below:

- (1) Power off the device at the wall socket
- (2) Check that your SIM card is correctly inserted in the device
- (3) Check all applicable cables and accessories (power, antenna, network) are connected securely
- (4) Power on the device and check device functionality
- (5) If the device continues to function abnormally, you will need to perform a factory reset on your device. Please consult the user guide applicable to your device and follow the instructions to reset your device. The user guide and other supporting documentation can be found at <https://inseego.com/support/>
- (6) To make a claim under INSEEGO CORP's Limited Warranty and Liability policy, you must return your product to the original Place of Purchase. Please email a digital copy (photo or pdf) of your original receipt that clearly displays the Device Model, Date of Purchase, Device IMEI and Place of Purchase (including contact details of the seller) to Inseego Technical Support at TechnicalSupportANZ@inseego.com
- (7) For product sold and distributed within Australia by INSEEGO CORP and its authorised sellers, products covered by the limited warranty and warranty period will be repaired or replaced or price refunded, as determined by INSEEGO CORP.

This limited warranty does not cover:

- (a) the cost of removing, packaging or returning a defective product and any associated accessories to the original place of purchase
- (b) the cost of shipping a defective product and any associated accessories to the original place of purchase
- (c) return of a defective product after the expiry of the applicable warranty period
- (d) product issues caused by the product being opened, altered or repaired by persons other than an INSEEGO CORP or an authorised service partner
- (e) product defects or damages caused by installation faults, abnormal use or storage, exposure to abnormal environmental conditions, exposure to abnormal or corrosive chemicals, accidents, failure to follow instructions (including the applicable user guide and quick start guide), use of non-INSEEGO CORP approved accessories, application of incorrect or excessive voltages, misuse, abuse, neglect, fire, flood or acts of God

For Technical Support queries please contact Inseego at our Call Center Number on 1300861542 or contact email at TechnicalSupportANZ@inseego.com. Support team hours of operations are Monday to Friday 8am-6pm.

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