

WARRANTY PROCEDURE REGULATIONS

OMNICOMM

1. GENERAL PROVISIONS

This document defines the regulations governing the Warranty Procedure process of OMNICOMM Company.

The purpose of this document is to establish uniform rules and standards applicable across all countries of operation to ensure the warranty service process is clear, transparent, and convenient for all participants.

The objectives of the Warranty Procedure are as follows:

- Ensure consistent processing of warranty cases in all regions.
- Simplify document handling and reporting.
- Reduce request processing time and enhance service quality.

2. REFERENCES

The Warranty Procedure refers to the following OMNICOMM Company documents and instructions:

Warranty Policy: Defines terms, warranty periods, and service principles.

Warranty Acceptance Criteria: Specifies rules for classifying warranty-covered cases.

Initial Product Verification: Method for initial diagnostics performed by the Partner upon receiving a customer request.

Requirements for Photo and Video Materials: Standards for documenting product defects and inspection results by Partners.

Diagnostic Report: Forms and instructions for documenting inspection results.

Diagnostic Instructions: Step-by-step guidance for equipment checks.

Reference Values: Benchmark parameters for product condition assessment.

Technical Assessment Report: Document containing conclusions on product condition, failure causes, and decisions on warranty requests.

Warranty Return Form: Form used for sending equipment for in-depth diagnostics.

Claim Report: Form submitted by the Partner to present a warranty request.

Destruction Report: Confirms destruction of defective equipment; required to process warranty replacements.

All listed documents are available in the [OMNICOMM Resource Center](#). We recommend to use the latest available versions. Should you have questions, please contact your assigned OMNICOMM Company sales manager or the OMNICOMM Company technical support team.

3. PROCESS PARTICIPANTS AND THEIR ROLES

The warranty service process involves two key parties: the Partner and OMNICOMM Company. Each party is responsible for specific stages and ensures smooth interaction throughout the process.

The Partner acts as the primary contact for the end customer. The Partner receives warranty requests, formulates detailed descriptions of issues, and provides customer support. The Partner conducts initial equipment inspections to determine if the problem can be resolved without invoking the warranty procedure. After collecting the necessary documentation and information, the Partner sends the complete request package to OMNICOMM Company at warranty_support@omnicomm.ltd. During request processing the Partner remains in contact with the customer and, if needed, liaises with OMNICOMM Company to clarify details.

The OMNICOMM Company receives and reviews the Partner's request for completeness and accuracy. OMNICOMM Company specialists may perform expert examinations to identify malfunction causes and decide on repair, replacement, or denial of warranty service. Throughout the process, OMNICOMM Company advises and supports the Partner and arranges logistics for warranty replacements when necessary.

4. STEP-BY-STEP WARRANTY PROCEDURE

Step 1. Warranty Request

The Partner submits an email warranty_support@omnicomm.ltd containing a problem description and the following documents:

- Claim Report
- Diagnostic Report
- Photos and/or videos of the Product

Step 2. Verification of Request Information

OMNICOMM Company verifies the completeness and accuracy of the submitted data. If additional information is needed, it will be requested from the Partner.

- If in-depth diagnostics are required, proceed to Step 3.
- If not, proceed to Step 6.

Step 3. Product Shipment Request

OMNICOMM Company notifies the Partner about the need to send the Product for in-depth diagnostics.

Step 4. Product Shipment to OMNICOMM Company

The Partner ships the Product to the designated OMNICOMM Company office, including:

- Claim Report
- Warranty Return Form

Step 5. Receipt and Inspection of Product

OMNICOMM Company performs visual and technical inspection of the Product and documents the results.

Step 6. Preparation of Technical Assessment Report

OMNICOMM Company issues a Technical Assessment Report with conclusions based on diagnostic results.

Step 7. Partner Notification

OMNICOMM Company informs the Partner of the decision:

- If the case is recognized as a warranty case, and the Product has not been previously submitted to the Omnicomm Company office – proceed to Step 8.
- If the case is recognized as a warranty case, and the Product has been previously submitted to the Omnicomm Company office – proceed to Step 10.
- If the case is recognized as a non-warranty case – proceed to Step 12.

Step 8. Request for Destruction Report

Omnicommm Company requests a Destruction Report from the Partner.

Step 9. Submission of Destruction Report

The Partner sends the Destruction Report to Omnicomm Company to receive a warranty replacement.

Step 10. Transfer of Replacement Product

Omnicommm Company arranges for the shipment of the Product under warranty.

Step 11. Notification of Delivery Times

Omnicom Company informs the Partner of the delivery times and conditions.

Step 12. Recommendations

OMNICOMM Company provides the Partner with recommendations to resolve or prevent similar defects in the future.

Step 13. Case Closure

Omnicom Company provides the Partner with the Technical Assessment Report and closes the case.