



Hardware Warranty and RMA Policy

Effective: May 2026

This Hardware Warranty and RMA Policy applies to hardware products sold or provided by Education Logistics, LLC (“Education Logistics” or “Edulog”) and is subject to Edulog’s Master Terms of Service (“Terms”). Capitalized terms not defined here have the meanings set forth in the Terms.

Hardware Warranty Policy

If you experience technical issues with Edulog-provided hardware, you must complete basic troubleshooting before contacting Edulog Support or submitting a warranty claim. Basic troubleshooting includes: (1) documenting the hardware's actual behavior versus expected behavior; (2) recording LED diagnostic light behavior; (3) confirming the hardware model and unit identifier; (4) verifying wiring connections; (5) assessing power and voltage in both Off and ON states; (6) checking sensor inputs in both ON and OFF settings; and (7) comparing behavior and wiring against a properly functioning unit. If the issue persists after completing these steps, email our support portal at support@edulog.com or contact your Customer Success Manager prior to submitting a warranty claim, including the documentation from above in your request.

Scope of Warranty

Subscription-Included Hardware. Hardware provided to Customer as part of an Edulog software subscription is warranted by Edulog directly. Hardware that requires a valid software license to function (i.e., hardware associated with an active Edulog subscription) is warranted for as long as you maintain a valid license for that hardware. All other Subscription-Included hardware (e.g., accessories and cables) carries a one-year warranty from the date of shipment. During the applicable warranty period, Edulog warrants that eligible Subscription-Included hardware will not malfunction due to a defect in materials or workmanship under Normal Use Conditions. "Normal Use Conditions" means ordinary use under intended conditions in accordance with Edulog's documentation. If Edulog approves a warranty claim for Subscription-Included hardware, Edulog will, at its sole discretion: (1) repair the hardware at no charge; (2) replace the hardware with the same or substantially similar hardware at no charge; or (3) if repair or replacement is commercially unreasonable, terminate the applicable Order Form(s) for the affected products and issue a refund. To the maximum extent permitted by law, this constitutes the Customer's sole and exclusive remedy and Edulog's sole and exclusive obligation for breach of this warranty.

Purchased Hardware. Hardware sold outright to Customer is warranted by the applicable original equipment manufacturer (OEM), not by Edulog. Edulog makes no representations or warranties regarding purchased hardware. Any warranty claim for purchased hardware is subject to the OEM's terms and conditions, which Customer agreed to at the time of purchase. Edulog will use commercially reasonable efforts to facilitate OEM warranty claims on Customer's behalf, including coordinating inspection, repair, or replacement through the OEM. Customer is responsible for inbound shipping costs when returning purchased hardware for OEM warranty service.



Warranty Exclusions

For Subscription-Included hardware, this warranty applies only if Customer is current on all payment obligations. The OEM's payment and eligibility conditions apply to purchased hardware warranty claims. In either case, the warranty does not cover:

- (1) Hardware not provided by Edulog
- (2) Consumable parts (including batteries), cosmetic damage, normal wear and tear, or aging
- (3) Defects that are not reproducible
- (4) Accidental, incidental, or indirect damage; loss; theft; abuse; misuse; misapplication; or unauthorized disassembly
- (5) Hardware with defaced or removed serial numbers
- (6) Hardware installed, maintained, operated, or used in a manner that does not comply with the Terms, documentation, or written instructions from Edulog
- (7) Defects caused by improper voltage supply or use of third-party components, materials, accessories, products, or software not approved or supplied by Edulog
- (8) Defects caused by any attempt to service the hardware other than by Edulog or its authorized representatives
- (9) Defects caused by Customer's or its representative's negligence, misuse, neglect, intentional acts, or breach of obligations under the Terms or this Policy
- (10) Hardware altered, modified, repaired, or tested by a party other than Edulog or its authorized representatives without advance written permission
- (11) Hardware tampered with or damaged by events outside Edulog's control, including vehicle accidents, fire, liquid contact, natural disasters, or other external causes
- (12) Use of non-approved equipment, devices, software, or third-party products in combination with Edulog hardware
- (13) For purchased hardware, the exclusions set forth in the applicable OEM's warranty terms control. The list above reflects Edulog's general understanding of common OEM exclusions and is provided for informational purposes only.

How to Submit a Warranty Claim

To request a Return Materials Authorization ("RMA") for Subscription-Included hardware, or to initiate an OEM warranty claim for purchased hardware, contact Edulog Customer Support or submit a request through the Edulog platform. For purchased hardware, Edulog will coordinate the claim with the applicable OEM on your behalf. You will need to provide:

- Hardware make + model + serial number
- Shipping address
- Description of the issue
- Images of the issue, if applicable



If your request is approved, Edulog will issue an RMA number. For Subscription-Included hardware, Edulog will provide a prepaid return shipping label. For purchased hardware, Customer is responsible for inbound shipping costs; Edulog will cover return shipping of repaired or replacement hardware. Replacement hardware ships once the RMA or OEM claim is approved and processed.

Return deadline. You must return defective hardware to Edulog within thirty (30) days of receiving the return shipping label. If Edulog does not receive the hardware within this period, Edulog reserves the right to deactivate the device and/or charge you the fees and costs associated with the replacement.

Data on returned hardware. Upon return, Edulog may delete all data stored on the hardware. Back up any data using the tools available in your Edulog platform before submitting your claim. Edulog disclaims all liability for loss of Customer data in connection with hardware returns.

No defect found. If Edulog inspects a returned unit and finds no material defect, Edulog reserves the right to charge you the fees and costs associated with the replacement hardware and a reasonable service fee.

Product Trial Hardware Returns

To return hardware from a product trial, contact your Edulog sales representative to request an RMA number before the end of your trial. Trial hardware must be returned to Edulog within thirty (30) days of the trial's end. If Edulog does not receive the hardware within this period, Edulog reserves the right to deactivate the trial hardware and/or charge you the associated fees and costs.

At the end of your trial, Edulog may delete all data stored on trial hardware unless you purchase the applicable Edulog products immediately following the trial. Back up any data before your trial ends. Edulog disclaims all liability for loss of Customer data in connection with trial hardware returns or deactivation.

Product Refund Requests

If you are dissatisfied with your Edulog hardware purchase, you may return your purchase for a full refund subject to the conditions below. This refund option does not apply to:

- Subscription-included hardware
- Hardware replacements or upgrades
- Additional purchases of the same product previously purchased
- Purchases made after a trial or pilot period
- License renewals extending beyond the initial term

(collectively, "Refund Exceptions").

All refund requests must meet these criteria:

- You purchased the product from Edulog
- You are the original purchaser
- The purchase does not fall under any Refund Exception



- You submit your refund request in writing within thirty (30) days of the date of shipment
- The product is in new or like-new condition, as determined by Edulog in its sole discretion

To request a refund, contact Edulog Customer Support to request an RMA number. If approved, Edulog will provide an RMA number and a prepaid return shipping label. Hardware must be received by Edulog no later than thirty (30) days after the RMA number is issued. Refunds of unused pre-paid fees are typically processed within thirty (30) days of receiving the returned hardware. For purchases through authorized resellers, contact the reseller for refund processing.

Cable Exchange Policy

You may exchange hardware cables at no cost, subject to the following:

- You submit your exchange request in writing within one hundred twenty (120) days of purchase by contacting Edulog Customer Support
- Your request must include: (1) product code/SKU of cables being returned and quantity; (2) product code/SKU of cables requested and quantity; (3) shipping address; and (4) email address for the return label
- Edulog must receive the cables within thirty (30) days of your exchange request
- Cables must be in new or like-new condition, as determined by Edulog in its sole discretion

If these conditions are not met, Edulog reserves the right to charge you the fees and costs associated with the replacement cables.

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