

TELEFIRE

Dear Customer,

Subject: Warranty Terms

We congratulate you on purchasing a product from Telefire Ltd., registration number 510758139 (Telefire), and thank you for choosing us.

With the purchase of the product, you are entitled to a warranty for the product for a period of one year (12 months) from the date of product delivery. The warranty includes free repair of any faulty component in the purchased product, at the sole discretion of Telefire and subject to the terms of this warranty document:

Warranty Terms:

1. The warranty covers repair and/or replacement of components in the purchased product only.
2. Repairs will be carried out at Telefire's laboratories or at the customer's premises, at Telefire's sole discretion.
3. Service under warranty will be provided between the hours of 08:00-17:00 [972-3-9700414, info@telefire.com], on weekdays only, unless otherwise agreed in writing with Telefire and subject to an approved price proposal by the customer.
4. The warranty applies only to the product itself and does not cover infrastructure and peripherals of any kind, nor does it apply to accessories connected to the purchased product.
5. Repair or replacement under warranty will be provided to the customer by an authorized representative of Telefire only.
6. The warranty is for the original purchaser of the product and is not transferable unless approved in writing by Telefire.
7. Telefire will provide the customer with a 3-month warranty for a product that has been serviced and/or repaired at Telefire's laboratories, subject to the terms of this warranty document.

Limitation and Exclusion of Liability:

The warranty under this document shall **not** apply in the following cases:

8. Use contrary to the manufacturer's instructions and/or relevant regulations and laws, or unreasonable use of the product, or use of the product for purposes other than its intended purpose.
9. Faults resulting from improper infrastructure, improper cabling, faulty power supply, and the like.
10. Faults or damages resulting from force majeure, falls, water damage and corrosion, use of unsuitable cleaning materials, breakage, and/or accidents.

TELEFIRE

11. The product has been tampered with or modified by a third party not approved and authorized by Telefire in advance and in writing.
12. Damage or malfunction caused intentionally or through negligence.
13. Damages caused by the operation of other products connected to or installed near the product.
14. Damage or malfunction not resulting from a manufacturing defect.
15. To the extent permitted by law, Telefire and/or its affiliates, employees, shall not be liable in any case for (a) any special, indirect, incidental, consequential, and/or punitive damages, (b) any loss or damage to content and/or other data, loss of business opportunities, loss of income, loss of profits, loss of reputation or loss of ability to use, (c) any damage resulting from the use of Telefire products beyond this agreement and/or (d) any claims whatsoever by any third party against the user; arising from this agreement or related to it in any way.
16. In addition, it is clarified that regarding Telefire's cloud-based systems (Telefire mobile application, Mcom, Monitoring & Control and other systems), they depend on third-party systems not controlled by Telefire, including but not limited to: cellular networks, wired communication networks, third-party computers, the internet, operating systems, firewalls, etc. ("Work Environment"). Telefire's liability (if it is determined to exist) is limited to the product itself and not to the work environment in which it operates. Changes in the work environment and other systems are not in Telefire's responsibility and do not oblige Telefire to make adjustments to software or other products, if required.
17. Notwithstanding the foregoing, Telefire's maximum cumulative liability for products paid for periodically (monthly or annually) is limited to the product itself and the period of payment itself. In any case, Telefire's liability is limited to a total amount of 10,000 USD. Telefire's maximum liability as stated above is cumulative in the sense that the total liability is as stated for all cases combined and not for each case separately.

General Instructions:

18. It is agreed between the parties that Telefire or any of its agents shall not be liable for any consequential and/or indirect damages and/or loss of business of any kind that may be caused to the customer and/or a third party as a result of the provision of the service and/or the operation of the product and/or its inaction.
19. It is the responsibility of the customer who purchased the product to ensure preventive maintenance and to minimize any possible damage upon discovery. The customer is also obliged to inform Telefire immediately of any product malfunction.
20. This warranty shall be suspended in any case of outstanding financial obligation by the customer. It is noted that the validity of the warranty will not be extended due to this delay.
21. Telefire's warranty under this document cannot be changed unless done so in advance, in writing, and signed by Telefire.

TELEFIRE

22. The customer is required to install and maintain the product according to the manufacturer's instructions, relevant regulatory instructions, and in accordance with Telefire's guidance, including but not limited to:
 - a. Proper and suitable product storage.
 - b. Proper cleaning of the product when necessary.
 - c. Preventing exposure to water or any other material that may cause damage to the product.
 - d. Any other maintenance actions required by the product manufacturer.
23. It is clarified hereby that Telefire does not allow any third party to repair and/or service and/or provide service for the products marketed by Telefire (whether they are products manufactured by Telefire or products marketed by Telefire only). The customer is obligated to continue to repair and/or service and/or receive service for the purchased product exclusively from Telefire directly even after the warranty period. In the event that the customer chooses to receive service as stated from an unauthorized entity, Telefire's warranty under this document and beyond will be void, and any liability for damage incurred in this context will be borne solely by the customer.
24. It is clarified that a product that is submitted for repair by a customer who did not purchase the product will not be covered by the warranty and will only be serviced after a price proposal is approved in writing for the aforementioned service.
25. Telefire undertakes to do everything possible to repair and service the products under this warranty document as soon as possible. However, Telefire is not committed to specific repair times and shall not be liable for damages or losses that may be incurred (if any) to the customer as a result of products being sent for repair.
26. Telefire reserves the right to replace a product sent for repair with a functioning product (but not necessarily a new one) if necessary.
27. In the event that a specific part of the product covered by this warranty document is not in stock and/or has been withdrawn from use, Telefire may perform the repair using another, but not identical, product.

Best regards,

Telefire Customer Service