ASTUTE SYSTEMS

RETURN MATERIAL AUTHORIZATION (RMA) POLICY AND FORM

Astute Systems Product Repair and Replacement Policy

v1.0 | 22 Oct. 2026

RETURN MATERIAL AUTHORIZATION (RMA) POLICY

This Return Material Authorization Policy ("Policy") applies to all Astute Systems Pty Ltd (ABN: 75 675 159 494) ("Astute") hardware products returned for repair, replacement, retest, or upgrade by a customer ("Customer"). It should be read together with Astute's quotation, purchase order terms, and applicable standard conditions of sale ("Sales Terms").

1. REQUIRED DOCUMENTATION

1.1 RMA NUMBER

Before returning any product to Astute, the Customer must obtain a Return Material Authorization number ("RMA Number") from Astute. The RMA Number must be quoted on all documents relating to the return, including shipping documents, shipping labels, purchase orders, and correspondence.

To request an RMA Number, the Customer must complete the **RMA Request Form** in Annex A and send it to support@astutesys.com, providing:

1. Model number and options;
2. Serial number and assembly revision;
3. Description of the failure;
4. Shipping information;
5. Point of contact and phone number;
6. Billing information (required if the product is Out-of-Warranty); and
7. Purchase order number.

On receipt of a complete request, Astute will determine the warranty status of the product and, if the product is Out-of-Warranty, will advise the Customer of the price for repair or replacement as described in section 4.

1.2 PURCHASE ORDER

All repairs require a purchase order. For In-Warranty repairs, the purchase order may be for nil value. Every purchase order must refer to the RMA Number issued by Astute.

The purchase order, all repair services, and all repaired or replacement products are governed by this Policy and the Sales Terms, despite any terms contained in or referenced by the purchase order. Products received by Astute without an accompanying purchase order and RMA Number may be rejected and returned to the Customer at the Customer's cost, without any remedial action being taken.

2. WARRANTY

2.1 IN-WARRANTY REPAIR OR REPLACEMENT

Products repaired or replaced under their original warranty remain in warranty for ninety (90) days from the date the repaired or replacement product is shipped to the Customer, or for the remainder of the original warranty period, whichever is longer. This warranty applies only to the repair or replacement action taken. The original product warranty period is as stated in the applicable quotation or Sales Terms.

If a product cannot reasonably be repaired because of improper storage, installation, use, or maintenance, or any other event that is not the fault of Astute, the Customer is liable for the full price of any replacement product and for any unavoidable repair activity carried out on the returned product.

2.2 OUT-OF-WARRANTY REPAIR

Out-of-Warranty repair services carry a warranty of ninety (90) days from completion of the services. This warranty applies only to the repair or replacement action taken.

2.3 PROMPT NOTIFICATION OF DAMAGE

If a shipment from Astute contains damaged product, the Customer must notify Astute promptly, and in any event within sixty (60) days of shipment, so that Astute can determine whether the damage results from a warranty defect and can recover for damage caused in transit. Failure to notify within that time voids any applicable warranty for the damaged product, and any remedial work will be treated as Out-of-Warranty and charged accordingly.

2.4 CONSUMER LAW

Nothing in this Policy excludes, restricts, or modifies any right or remedy the Customer may have under the Australian Consumer Law or any other law that cannot lawfully be excluded.

3. SHIPPING AND PACKING

The Customer pays inbound shipping charges to Astute, including associated taxes, duties, and tariffs. For In-Warranty repairs, Astute pays return shipping to the Customer's destination within Australia. For Out-of-Warranty repairs, the Customer pays return shipping. Shipments outside Australia are subject to the Customer paying all export, import, duty, and tax costs, and to Astute's export control obligations.

Products must be returned in the original protective packaging, or equivalent packaging that provides at least the same level of protection. The type of packaging depends on whether the product is shipped singly, in a chassis, or together with other products. Approved electrostatic discharge (ESD) procedures must be followed when handling Astute products.

Failure to use proper packaging materials or approved ESD procedures may void any applicable warranty and may delay processing of the return. The Customer bears the risk of loss or damage to the product until it is received by Astute.

Returns must be delivered to the following address, and must show the RMA Number clearly on the outside of the packaging:

Astute Systems Pty Ltd
Attn: RMA — RMA Number: _____
40 Holland Street
Northgate, Brisbane
Queensland 4013
Australia

Astute will not accept returns delivered to any other address, and is not responsible for returns sent without an RMA Number.

4. PRICING

4.1 REPAIR PRICING: BOARD-LEVEL PRODUCTS

Astute applies a fixed-price repair policy for board-level products. When the Customer requests an RMA Number and the product is determined to be Out-of-Warranty, Astute will advise the Customer of the fixed price for repairing that product.

4.2 REPAIR PRICING: SYSTEM-LEVEL PRODUCTS

On receipt of a returned system-level product, Astute will assess the repair required and, if the product is Out-of-Warranty, will advise the Customer of the fixed price for the repair. Astute will proceed with the repair on receipt of a purchase order for the quoted repair price.

4.3 OTHER PRICING

Retest. A fixed price applies where the Customer returns products for retest or verification. Testing is limited to Astute's normal production test.

Upgrade. A fixed price applies where the Customer requests an upgrade only, unless the upgrade is necessary to correct a warranty defect.

No Fault Found and Beyond Economical Repair. If Astute determines that a returned Out-of-Warranty product is No Fault Found (NFF) or Beyond Economical Repair (BER), Astute will advise the Customer of the applicable fee then in effect, and the Customer must reduce the value of its purchase order accordingly.

Expediting. The Customer may request expedited turnaround for a premium charge above the fixed price. The premium is charged only if Astute meets the expedited request.

All prices are quoted in Australian dollars and exclude GST unless stated otherwise.

5. PAYMENT

Payment is due on delivery or, at Astute's option, thirty (30) days from the date of the invoice. Astute may withhold return shipment of Out-of-Warranty product until the Customer's purchase order has been received.

6. REPAIR REPORTS

The Customer will be provided with a standard RMA Return Report for all completed repairs at no charge. If the Customer requests a more detailed report, Astute will consider the request case by case and additional charges may apply.

7. DATA AND CONFIGURATION

The Customer is responsible for backing up and removing any Customer data, software, keys, credentials, and configuration from products before return. Astute may restore returned products to factory configuration and is not liable for loss of Customer data or configuration. Products containing classified or export-controlled material must not be returned without prior written agreement with Astute.

8. GENERAL

This Policy is governed by the laws of Queensland, Australia. The parties submit to the exclusive jurisdiction of the courts of Queensland and courts competent to hear appeals from those courts. Astute may update this Policy from time to time; the version in effect on the date the RMA Number is issued applies to that return.

ANNEX A — RMA REQUEST FORM

The Customer completes this form and sends it to support@astutesys.com (phone +61 (0)7 3555 5560). Do not ship any product until Astute has issued an RMA Number. All fields marked with an asterisk (*) are required.

Customer Details

Company name*:

Point of contact name*:

Contact phone and email*:

Purchase order number*:

Billing information (required if Out-of-Warranty):

Shipping address for return of product*:

Product Details

Model number and options*:

Serial number and assembly revision*:

Original sales order / invoice number and date of purchase:

Warranty status claimed (In-Warranty / Out-of-Warranty / Unknown):

Reason for return (repair / replacement / retest / upgrade / other):

Description of failure* (symptoms, error messages, when it occurs, frequency):

Operating environment and conditions at time of failure (power supply, temperature, vibration, installation):

Accessories, cables, and media included in the return:

Software or firmware version installed:

Customer data removed or backed up (Yes / No / Not applicable)?

Expedited turnaround requested (Yes / No)?

Customer Declaration

I confirm that the information above is correct, that the product will be packed in accordance with the Astute RMA Policy, and that I accept the terms of that Policy.

Name and title*:

Signature*:

Date*:

ANNEX B — ASTUTE INTERNAL APPROVALS

For Astute Systems use only. To be completed by Astute personnel.

RMA Registration

RMA Number:

Date request received:

Request received and logged by:

Product serial number verified against shipping records (Yes / No):

Warranty status determined (In-Warranty / Out-of-Warranty / Not applicable):

Warranty basis (original ship date, warranty end date, any exclusions):

Pricing and Commercial Approval

Return type (Repair / Replacement / Retest / Upgrade / NFF / BER):

Quoted price (AUD, excl. GST) or "Nil — In-Warranty":

Customer purchase order received and matches RMA (Yes / No):

Commercial approval — name and title:

Signature:

Date:

Technical Approval

Technical review notes (suspected fault, required test or repair action, spares needed):

Export control and security check completed (Yes / No / Not applicable):

Technical approval — name and title:

Signature:

Date:

RMA Authorisation

RMA authorised (Approved / Rejected):

Reason if rejected, or conditions of approval:

Authorised by — name and title:

Signature:

Date:

Receipt, Inspection, and Close-out

Date product received at 40 Holland Street, Northgate:

Received by:

Condition on receipt and packaging / ESD compliance:

Outcome (Repaired / Replaced / NFF / BER / Returned unrepaired):

Date returned to Customer and carrier consignment number:

RMA Return Report issued and RMA closed by — name and date:

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