

Pelion Connectivity Management
SIM Card Warranty

Pelion warrants SIM Cards delivered by Pelion under the Agreement for 6 months from date of shipment by Pelion (the "**Warranty Period**"), such that the SIM Card is free from defects in material and workmanship which may arise under normal use. This warranty covers production-based hardware and data loading errors.

Customer's exclusive remedy is limited to replacement by Pelion at no cost to Customer, provided that the following conditions are met:

1. Customer must give Pelion written notice of the defect within the Warranty Period; and
2. Customer must return the SIM Card to Pelion for technical inspection. SIM Cards not returned to Pelion do not qualify for warranty consideration.

The replacement of any defective SIM Card shall not extend the duration of the applicable Warranty Period.

This warranty is void under the following conditions, determination of which is made by Pelion in its sole discretion:

1. Mistreatment of the SIM Card including, but not limited to, water, heat and sun damage, or any other damage incurred during transportation or storage;
2. Tampering with the SIM Card including, but not limited to, breaking product wrapping, adding or taking away materials to or from the SIM Card, hacking or reverse engineering activities;
3. Manually cutting or modifying SIM Card to a different form factor than originally supplied;
4. Physical or functional damage caused by adjusting the SIM Card electrical or physical profiles outside of the manufacturing process; and
5. Unanticipated usage of the SIM Card.

If Pelion determines, in its sole discretion, that a SIM Card is not defective or non-conforming, then Customer shall pay for returned SIM Cards, together with the freight, testing and handling costs associated therewith.

Pelion reserves the right to make changes to materials and processes where such changes have a positive or neutral impact on the overall product performance.

By placing an order, Customer acknowledges and accepts the terms and conditions of this Pelion SIM Card Warranty.