

## **GUARANTEE POLICY FOR DIDCOM PRODUCTS**

### **GENERAL TERMS**

**SCOPE OF GUARANTEE.** We guarantee Didcom device against any manufacturing and operating defects, from the date of billing to the End User. During the warranty period, the device must be operated in accordance with the specifications and technical limitations specified in the "equipment manual" purchased, which you can check on our website: [www.didcom.com.mx](http://www.didcom.com.mx). This guarantee covers the device, as well as its parts and components, including transportation expenses derived from its fulfillment, for which the End User must not cover any expenses for the execution of this guarantee. If the warranty claim is determined to be inadmissible, Didcom reserves the right to charge the End User the cost of return and the cost of service. This warranty also covers damage caused by the parcel provider in the delivery service transfer as long as the said parcel provider has been selected and paid by Didcom.

**VALIDITY.** The validity of this guarantee will be **1 (ONE) YEAR** counted from the date of billing to the End User.

**MECHANISM TO REQUEST THE GUARANTEE.** To make this guarantee effective, the End User must present the device and the purchase invoice to Grupo Tecnológico Didcom, S.A. de C.V. (Didcom), at its address located at Boulevard García Morales 9-A, El Llano, zip code 83210, in Hermosillo, Sonora, Mexico.

**TYPE OF WARRANTY.** Didcom will determine if maintenance is required in response to the End User's request, which may be preventive or corrective, which may be determined remotely by analyzing the information received from the device or by physical inspection of the device. Didcom will determine if the maintenance requires the replacement of any non-functional physical component. It is at Didcom's sole discretion to replace any device and software with a newer version of the device and software or with a refurbished device. The repaired device will start the term of guarantee regarding the replaced parts and continue according to the rest. In the case of replacement of the device, the warranty period will be renewed.

**CONDITIONS AND EXCLUSIONS.** This guarantee will not be valid when the device has been used in conditions other than normal. It does not apply to intentional handling or physical damage, theft or loss, accident, or damage caused by any type of liquid. The guarantee will not be valid when the End User fails to carry out the review and test procedures in the manner and frequency that the device requires as established in the device manual.

**RESIGNATION.** Didcom assumes no responsibility for third parties claiming to be working on Didcom's behalf, nor for any express or implied conditions manifested during presentations or commercial treatment, nor does it guarantee the merchantability, durability, suitability for a particular purpose, breach of rights, or expectations of third parties, title, reserved possession and the proceeds, by statute or by law, or by commercial procedure or custom. The entire risk arising from the use or performance of the devices rests with the End User without prejudice to the general terms mentioned above. By this agreement, we have not assumed responsibility for representing or agreeing that: (a) any of the products will meet your commercial and other needs; (b) that the Products will function or be available without interruption; (c) that the Products will be free of errors, viruses, or that the results from their use will be accurate, reliable, or up-to-date; (d) that any errors in the products may be corrected or located for correction purposes; we disclaim liability and do not guarantee accuracy, validity or reliability of any report, production or data prepared with the use or products. Additionally, without prejudice to the general terms previously agreed upon, we do not endorse, make any representations, warranties, or assume responsibility, liability, or civil liability related to the products, software, data, and services of third parties, nor with any failure, defect or inability to use any such third party products, software, data and services that the End User may need to use any feature or function of the contracted software, devices or services, or third-party websites or similar facilities that we may identify or link to from the Didcom website, including but not limited to vehicles, navigation or geographic positioning devices, other communication devices, mapping software and data, computers, operating system software, networking equipment, other hardware, software, firmware or systems,

website or similar, internet service, service e-communications, wireless or cellular service, whether provided directly or indirectly by Didcom. Third-party products and services will be subject to the guarantee terms of such third parties and are not covered by this warranty, and we are not responsible for malfunctions of or caused by such products or items. THE END USER IS REQUIRED TO PURCHASE, LICENSE, OR CONSIGN WITH DIDCOM ITSELF OR WITH THIRD PARTIES, THE USE OF DEVICES, SOFTWARE, DATA, AND SERVICES THAT ALLOW THE FULL USE AND FUNCTIONALITY OF OUR DEVICES. THE END USER IS RESPONSIBLE FOR ENSURING THAT ALL THIRD-PARTY PRODUCTS, SOFTWARE, DATA, AND SERVICES COMPLY WITH THE BASIC REQUIREMENTS OF THE DEVICES, INCLUDING AMONG OTHERS PROCESSING SPEED, MEMORY, SOFTWARE, INTERNET ACCESS, BANDWIDTH, INTERNET AND/OR ANY OTHER COMMUNICATION CHANNEL USED.

Made in México by:

Grupo Tecnológico Didcom, S.A. de C.V. (Didcom), with address in Boulevard García Morales 9-A, El Llano, zip code 83210, Hermosillo, Sonora, México. Tel. 011 (52) 662 216-6150. [www.didcom.com.mx](http://www.didcom.com.mx).