

EXHIBIT B – REPLACEMENT POLICY FOR ROAMBEE DEVICES & BATTERIES

Last Updated: 25 June 2021

Roambee stands behind its products. All Devices come with a one-year warranty, unless otherwise specified on the relevant Roambee Documentation. Please refer to Device datasheet for specific operating specifications. The following terms apply to all warranty claims:

1. **“Warranty Period Start Date”** means either (a) the date of original retail purchase (**“Retail Purchase Date”**) for Customers purchasing from a Roambee certified partner or (b) the date of dispatch from Roambee to Customer for Customers acquiring Devices directly from Roambee. In the event that Customer receives the Device as part of a trial, the Warranty Period Start Date will be the date of dispatch for the Trial.
2. **Device Warranty:** Regardless of the term of Subscription set forth in the Order Form, within twelve (12) months from Warranty Period Start Date, all Devices found to be defective in materials or workmanship or not performing as per specifications will be replaced free of charge (**“Device Warranty”**). The Device Warranty does not cover batteries which are covered in the following section.
3. **Battery Warranty:** Certain Devices are battery powered by a rechargeable or removable battery. Roambee routinely provides operational guidance as to how long the batteries are expected to last or how long the device is expected to operate with the included battery (**“Battery Life”**) via its marketing materials, product user manuals, and other documents. This ‘Battery Life’ estimate is only an estimate and not a guarantee. Actual battery life may vary based on a variety of factors. Many factors may cause the battery life to be less than the guidance provided. Examples may include: if a device does not have a view of the sky (e.g., it is located within a metal enclosure) and if the device is operating outside of the rated temperature band, both of which will reduce the battery life. A device with reduced Battery Life is not a Faulty Device.

Batteries in Roambee Devices are covered under warranty for at least the total number of transmissions (Refer to Device specifications for battery life information) based on standard operating conditions. The expected number of years the battery will last is based on the number of times the Device transmits in a single day. For example, if the device battery will last for 1,200 data transmissions, then at 1 data transmission a day, the battery will last for 40 months or at 2 transmits a day, it will last for 20 months.

During the term of the Subscription, if the defect is not covered by the Device Warranty because the defect was caused by excessive battery depletion and the total number of transmissions was less than the specified Device transmission limit operating in standard condition, the Device will be replaced free of charge only. The Battery Warranty will only apply to the extent that Customer is paying its recurring Subscription fees which include the Device. In the event that Customer stops paying its recurring Subscription service fees, this Battery Warranty will terminate with respect to any Device on Customer’s account.

4. **Return of Devices.** To obtain warranty or maintenance service, the Customer must contact Roambee at support@roambee.com. Roambee may instruct the Customer to
 - 4.1. Obtain a Returned Materials Authorization (**“RMA”**).

- 4.2. Adequately package the Device(s) in Roambee's box. Roambee can provide shipping boxes or recommend the box size for packing.
- 4.3. Ship the Devices to the address provided by Roambee; and
- 4.4. Mark the RMA number prominently on the outside of the carton.
- 4.5. Roambee will send a prepaid label for 3-day delivery from your location to Roambee's service location. Customer will pay for shipping if delivery needs to be expedited.
- 4.6. The Customer shall return the Device(s) to Roambee freight prepaid and shall be responsible for any damage or loss incurred as a result of shipping the Device to Roambee.

Products received without an RMA number will be returned freight collect. Roambee will return the repaired or replacement Device(s), as the case may be, prepaid 3-day delivery. To the extent Roambee determines, in its sole discretion, that any Device is not covered by the limited warranty set forth herein, Roambee may charge for the repair services at Roambee's then current repair rates, and for the costs of shipping the Device back.

5. **Replacement:** We will ship replacement Devices within seven (7) business days of receiving the defective Devices by 3-day delivery service.

6. **Roambee Managed Device Inventory Service:** Roambee offers an optional service to its Customers whereby Roambee takes full responsibility to manage Device inventory for Customer expansion, monitor Device performance and plan for replacements, upgrade firmware and provision them for use. Please contact Roambee's sales executive for more details.

7. **What is not covered?**
 - 7.1. Damage to or malfunction of the Devices from non-standard device settings, accident, misuse, abuse, fire, flood, lightning or other acts of God, riot, or vandalism.
 - 7.2. Devices that are not in use and merely discharged.
 - 7.3. Roambee default configuration settings (such as transmission frequency) on the Devices are changed without Roambee's written pre-approval.
 - 7.4. Devices are not stored in standard operating temperature as per Device datasheet.
 - 7.5. If Customer returns any Device in a defaced manner, for example, with writing on the Device or with the serial number removed or scratched off, unless otherwise approved by Roambee, Roambee may charge Customer the restoration fees of \$20 per Device.
 - 7.6. If Roambee has provided an upgraded version of the Device firmware and Customer has not upgraded Devices to the latest firmware.
 - 7.7. Device accessories such as cables, power chargers and other consumables.
 - 7.8. The Warranty does not cover Internet connectivity with the Device, interruptions in electric power, consumable parts or cellular infrastructure and service.