

PRODUCT RETURN POLICY

The parties expressly agree that this Product Return Policy ("Policy") shall apply to any and all Products identified in the applicable Order purchased by Buyer from Seller, and is expressly incorporated by reference into and subject to Seller's Terms and Conditions of Sale published at www.enconnex.com/termsOfSale, or any other documentation which specifically references this Policy (collectively, the "Terms"). The Terms are also expressly incorporated by reference to this Policy and are binding on Buyer as if set forth in full. If a conflict arises between this Policy and the Terms, the Terms shall prevail unless otherwise expressly agreed in writing by authorized representatives of the parties. Any capitalized terms used herein and not defined shall have the meaning set forth in the Terms.

- Credit will be issued for Products returned with Seller's written approval (e.g., e-mail is sufficient) with a current return authorization (RA) number. Prior to returning Product, contact your sales representative for approval and instructions.
- Returns will not be accepted without a predetermined RA number, issued and provided by Seller or as approved by an authorized sales associate for counter sales.
- In order to receive an RA, a return request must be made within 30 calendar days from the date the Products are delivered at Seller's location specified in the Order. RA requests beyond such 30-day period may not be approved for return; unless explicitly approved by Seller, at its sole discretion. Products approved for return will be sent to Seller's designated location within 30 calendar days from the date the RA number is issued, unless otherwise indicated by Seller in writing.
- Seller will only accept the returns for Products that were purchased directly from Seller.
- Products must be returned unopened, unused, unaltered, undamaged, untampered, in its original packaging, including all accessories and parts, and in resaleable condition. Electrical components must be unopened in order to be considered re-sellable. Seller is not responsible for obtaining access or any costs associated with the delivery of replacement Products, uninstalling installed Products, installing replacement Products, or any related labor costs associated with Buyer returning any Products. Seller reserves the right to deny any RA for Special-Order Product. "Special-Order Product" means any Product (i) that Seller procures or specially stocked for Buyer (including Products that are custom made, modified, altered, or includes special features), (ii) not readily saleable by Seller to other customers, or (iii) identified by Seller as non-cancelable or non-returnable.
- Seller reserves the right to apply a re-stocking fee for any Product return.
- Once items are received and accepted by Seller as a returned item, Buyer's refund will be processed within a reasonable timeframe. The refund will consist of the purchase price for the Product and associated sales tax minus the restocking fee. Seller does not refund the freight charge for the cost of shipping at the time of original order. For credit card transactions, please note that depending on your credit card company, it may take an additional two to ten business days after your credit is applied for it to post to your account. Seller will only process a refund to the credit card that was used for payment of the Product on the original Order. Buyer will be notified in the event Seller deems a Product will not receive an RA. Such Product shall either be scrapped or returned to Buyer, at Buyer's expense.

Effective as of April 28th, 2025