

S P Y R A S
RESPIRATORY ANALYTICS

SPYRAS RETURNS & WARRANTY POLICY

Introduction.

Welcome to the Spyras returns and product warranty policy!

Firstly, we wish to thank you for your initial purchase and we hope that you are enjoying our early products. However, if you are not completely satisfied with your purchase for any reason whatsoever, please do get in touch with our support team at support@spyras.com where we will do our best to help address your concerns.

If you are still not satisfied or at the discretion of the Spyras support team, you may return your purchase and may receive a full refund. This document outlines the Spyras returns policy and must be adhered to in order for any returns to be successfully processed.

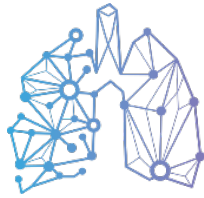
This policy and contents herein does not affect your lawful rights that are protected under the UK Consumer Rights Act ("CRA") 2015 more of which can be found on the UK government website [here](#).

Document Contents:

(Please use the below to navigate to a section of interest)

1. Returns

2. Warranty



1. Returns

The Cooling-off period

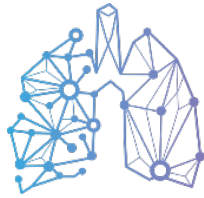
If you have changed your mind since you placed your order with us, you have the right under the CRA to cancel a purchase or return a delivered item, for any reason, within fourteen (14) days. This period commences from the date of confirmed delivery to you.

In order to be eligible for this period and for Spyras to take receipt of items the following conditions must be met:

- 1) Due to the nature of Spyras products, the smart adaptor and sensors must be unused due to hygiene and the recent coronavirus pandemic.
- 2) The packaging must be as originally supplied and not damaged. This means that the sticker seal, that holds the packaging shut, must be intact. We will not accept a return if this sticker has been tampered with or removed entirely for safety and hygiene purposes.
- 3) All the components must be present as originally supplied.
- 4) The items you received must have been paid for in full originally
- 5) You comply with this returns procedure.

If the above criteria have been met, then the following process must be followed for returning the delivered item:

- 1) Email returns@spyras.com with a subject line containing your order number and your wish to return the item.
- 2) Print our returns form and fill out the required areas to place inside your returning package. If you have more items to return than space allows on the form, please print another form and include the copies as required with your return.
- 3) Package up the goods you wish to return along with the returns form(s). Please note that it is your responsibility to adequately package the goods, if damage occurs during transit, Spyras is not responsible for such and may affect your eligibility for a refund.
- 4) Ship the goods to Spyras as per the address on the returns form. You are responsible for the shipping costs as this will be non-refundable.
- 5) We strongly suggest that when you ship an item to Spyras you place the item with tracking eligibility to ensure it gets to us safe and sound alongside getting a receipt confirming the date of shipment.
- 6) Upon successful receipt, we will begin processing the repayment to you subject to:
 - a. Used and opened mask adaptor, sensors and attachment clips.
 - b. Costs associated with loss, theft, or damage to any items when returned.
 - c. If between the initial delivery of goods and your return delivery eclipsing the 14-day return period, we may ask to see proof of shipment date in order to process your item. You must ship your item to us before the 14-day period expires.



- 7) Upon successful refund request, Spyras will process the refund and credit will be applied to your original method of payment. Please allow us 30 days in order for the credit to be applied to your account.
- 8) The original delivery costs of the order will be deducted from the refund and if the order had free shipping applied at the cost of Spyras, the cost of such as sated in our Delivery Policy will be deducted against the cost of the refunding original item.

If you have any questions regarding our returns during the cooling of period, please get in contact on returns@spyras.com where we will do our best to help with your enquiry.

Damaged or Faulty Goods

As per your right under Part 1 Chapter 2 of the CRA if the product you have purchased is delivered damaged, faulty in nature or an issue develops during the first 30 days from delivery, you will be entitled to a full refund or replacement at no further cost to you. Please be in touch with returns@spyras.com who will liaise with you on the issue. We ask then when you get in touch, please detail your order number in the subject line and take photos to describe the issue you are suffering from to help speed up the process.

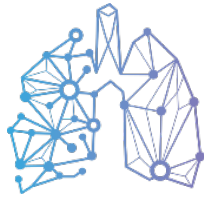
Improper Returns

This Policy has been set in order to create a process in which both parties can understand, follow and adhere by to speed any refund and return process up. Failure to comply with the conditions will abstain your legal right to a refund or exchange that will also cause the following:

- If a product has been returned noncompliant as to the procedure set out in this Policy, we will retain the product until redelivery can be scheduled back to you at your cost.
- If no payment for redelivery is made within fourteen (14) days from when the returned item was taken in by Spyras, said product may be disposed or destroyed at the sole discretion of Spyras without any liability from you.

2. WARRANTY

Spyras provides a limited warranty period of one (1) year on our physical products. This limited warranty covers any defects in material or workmanship under normal use during the warranty period.



EXCLUSIONS

The warranty does not cover embedded software and related services provided by Spyras.

In special cases, even during the warranty period, you will be charged for repair or replacement of the item. These cases are when damages are caused by:

- Improper use or carelessness that includes dropping your device.
- Unjustifiable repair or modification that includes attempting to open the smart module or sensors.
- Water damage or heat applied to the product.

Warranty does not cover aesthetical changes due to normal wear and tear through use.

Make a warranty claim

Contact warrantyclaims@spyras.com for an under-warranty repair or replacement and make sure to include:

- Proof of original purchase and your order confirmation number.
- All details on the defect/damage that you think falls under warranty, including pictures of the item showing the damage, where possible.

Spyras will then contact you regarding the validity of the claim and send instruction on how to ship the item to us. Any damaged/defective parts covered under the warranty will be repaired or replaced at no cost to you.

Spyras reserves the right to charge for a repair if the cause of the damage is under the exclusion list described above or refuse replacement.

To then send a device back in which an unsuccessful warranty claim has been made will be made at cost to you.

If you have any questions regarding our returns during the warranty period, please get in contact on support@spyras.com where we will do our best to help with your enquiry.

- End -

Date 27/10/2021

Revision A