

UPCOM PRODUCT WARRANTY DECLARATION

FINAL CUSTOMER COPY

Manufacturer / Supplier Warranty Statement - Applicable Product Groups

1. Manufacturer / Responsible Company

Company	UPCOM Telekomünikasyon Bilişim Teknolojileri Sanayi ve Ticaret Limited Şirketi
Address	Küçüksu Mah. Rasathane Cad. No: 35R2 D:2, 34684 Üsküdar, İstanbul, Türkiye
Website / Email	www.upcom.com.tr info@upcom.com.tr
Declaration Type	Manufacturer / supplier warranty declaration for UPCOM product groups

2. Products Covered by this Declaration

This Warranty Declaration applies to products manufactured, assembled, branded, supplied or invoiced by UPCOM, unless a separate quotation, contract, invoice or product-specific warranty statement provides different terms.

- Fiber optic cables and Data LAN cables
- Cable blowing machines and machine-specific accessories
- Rack cabinets, outdoor enclosures, ODF cabinets, passive metal parts and cabinet accessories
- Fiber and copper passive connectivity products, accessories, components and assemblies
- PDU, fan units, thermostats, lighting kits, cooling units and other powered accessories where supplied by UPCOM

3. Standard Warranty Periods

Product group	Standard warranty period
Fiber optic cables and Data LAN cables	24 months from invoice date
Rack cabinets, outdoor enclosures and passive metal products	24 months from invoice date
Cable blowing machines	12 months from invoice date
Fiber and copper passive connectivity products	12 months from invoice date
PDU, fan units, thermostat, lighting kits, cooling units and other powered accessories	12 months or component supplier warranty, unless otherwise stated

The warranty period starts from the invoice date unless a different start date is expressly stated in the applicable quotation, contract or invoice.

4. Warranty Commitments

UPCOM warrants that supplied products are delivered in accordance with the applicable quotation, approved technical specification, order confirmation and product documentation. During the warranty period, UPCOM may repair, replace, issue a credit note or provide corrective technical guidance for verified manufacturing, material or workmanship defects.

- The product must have been stored, installed, used and maintained under normal and intended operating conditions.
- The defect must be reported within a reasonable time after discovery and supported by sufficient technical evidence.
- The product must not have been modified, misused, overloaded, incorrectly installed or used with incompatible accessories.

5. Warranty Claim Process

Warranty claims must be submitted to info@upcom.com.tr with clear reference to the related invoice, delivery and product information. UPCOM will review the submitted evidence and inform the customer about the applicable corrective action.

- Required claim information: invoice number, delivery date, product model/code and serial number where applicable.
- Photos, videos, test results or other evidence clearly showing the reported defect.
- Description of the installation, operating environment and failure condition.
- No product shall be returned without written confirmation or RMA-style approval from UPCOM.

Claims are normally reviewed within 5 working days after receipt of sufficient information. Complex technical cases may require additional evaluation time, physical inspection or supplier/component verification.

6. Exclusions

The warranty does not cover the following cases unless expressly agreed in writing by UPCOM:

- Incorrect installation, inappropriate use, misuse, unauthorised modification, unauthorised repair or operation outside declared limits.
- Damage caused by external impact, transportation or handling after delivery, storage under unsuitable conditions or improper packaging during return shipment.
- Normal wear and tear, consumables, O-rings, seals, lubricants, blades, rollers, rubber parts, belts, filters and similar service parts unless manufacturing defect is proven.
- Damage caused by incompatible third-party accessories, incorrect power supply, overloading, moisture ingress caused by installation, corrosion, fire, flood, lightning or force-majeure events.
- Project penalties, installation costs, dismantling/reinstallation costs, loss of income, loss of use, indirect damages or consequential losses.

7. Product-Specific Warranty Notes

Product family	Warranty handling
Cables	Covers manufacturing defects. Excludes installation damage, incorrect bending radius, excessive pulling force, moisture ingress caused by installation, rodent damage, fire and external mechanical damage.
Cable blowing machines	Covers manufacturing and assembly defects. Consumables and wear parts such as O-rings, seals, rubber parts, belts, rollers and lubricants are excluded unless manufacturing defect is proven.
Rack cabinets and enclosures	Covers manufacturing defects in cabinet body, coating, hinges, locks and assembly. Excludes transport damage after delivery, incorrect installation, overloading, corrosion and unauthorised modifications.
Passive connectivity	Covers manufacturing defects. Excludes installation errors, incorrect termination, contamination, incompatible accessories and misuse.
Powered accessories	PDU, fan, thermostat, lighting kit, cooling unit and similar accessories follow the applicable product-specific or component-supplier warranty and technical documentation.

8. Limitation of Liability

UPCOM's liability under this warranty is limited to repair, replacement, credit note or technical corrective action for the verified defective product, at UPCOM's reasonable discretion. This Warranty Declaration does not extend, amend or override any mandatory legal rights that may apply under the governing contract or applicable law.

Where UPCOM supplies products or components manufactured by third parties, the applicable warranty may be limited to the warranty terms and technical responsibility of the relevant component manufacturer or supplier, unless otherwise agreed by UPCOM in writing.

9. Authorised Signature

Place and date	İstanbul, Türkiye - 13 May 2026
Authorised signatory	Fatih Batal
Title	General Manager
Signature	
Company stamp	 <p>UPCOM TELEKOMÜNİKASYON BİLİŞİM TEKNOLOJİLERİ SAN. VE TİC. LTD. ŞTİ. Küçükuşuk Mh. Rasathane Cd. No:35R2-D2 Üsküdar/İSTANBUL Üsküdar V.D. – 893 047 2817 info@upcom.com.tr</p>