

SERVICE & SUPPORT CONDITIONS

TABLE OF CONTENTS

01 Preamble

01	§ 1	General provisions for service and support items
02	§ 2	Support services
02	§ 3	Warranty Extension
02	§ 4	General obligations for the utilization of service and support services
02	§ 5	Obligations when replacing hardware
02		1. Territorial scope
03		2. Replacement by Rohde & Schwarz Networks and Cybersecurity GmbH
03		3. Reporting obligations for hardware defects
03		4. Transport obligations
04		5. Data backup obligations
04		6. Cost reimbursement
04		7. Limitation periods
04		8. Other exclusion factors
05	§ 6	Final provisions

Preamble

Rohde & Schwarz Networks and Cybersecurity GmbH offers additional support and services to optimize the use of its hardware. This document sets out the basic conditions for the use of all and support.

§ 1 General provisions for service and support items

The following general obligations apply to both parties for all service and support items. This is irrespective of whether they are free or paid. Additional provisions can be found in the relevant chapters.

Rohde & Schwarz Networks and Cybersecurity GmbH basically offers all services and support to all partners, value-added distributors, and other contractually entitled customers (claimant). These products can be viewed here. A detailed description of the specifications can be found in the relevant data sheet

In no case is there a concrete entitlement to a solution or to success. Any service that Rohde & Schwarz Networks and Cybersecurity GmbH provides as part of its service and support is subject exclusively to service contract law.

§ 2 Support services

1. The support for claimants includes the following services in German and English:
 - ▶ Technical questions about a products and devices
 - ▶ Assistance with specific configuration problems by indicating common configuration errors
 - ▶ Instructions for the claimant on creating standard configurations by means of the Rohde & Schwarz Networks and Cybersecurity Knowledge Base.
 - ▶ Assistance in diagnosing and resolving technical problems that are presumed to be caused by the behavior of (virtual) products and by means of analyzing existing configurations and captured traces
2. The support services are provided via the web portal, by telephone and, if necessary, with the help of AI-supported platforms.

§ 3 Warranty extension

1. The length of the free warranty extension depends on the device type and is described in the product description valid at the time of purchase. Also, detailed information about the Software Lifecycle Management is available here.
2. Services provided by Rohde & Schwarz Networks and Cybersecurity GmbH as part of the warranty extension do not result in an extension of the existing warranty period, nor do they bring about a new warranty extension.
3. The available support and services can only be linked to the respective device within 3 months of purchase. In principle, the owner of the device is entitled to assert a claim for performance. However, Rohde & Schwarz Networks and Cybersecurity GmbH will also provide the service to the same extent as third parties named by the owner, insofar as they have and can demonstrate the necessary specialist knowledge and skills.

§ 4 General obligations for the utilization of service and support services

Prerequisite for the utilization of service and support articles by the claimant:

1. A precise description of problem, impact and the analysis steps and results carried out to date (e.g. basic troubleshooting, cabling, routing checks, version rollbacks, etc.).
2. Provision of device type, serial number, and firmware version.
3. Access to the affected devices for analysis is required. This can be via the R&S®LANCOM Management Cloud or remote access. If access is not possible, the service can either not be provided or is dependent on the availability of additional chargeable on-site service.

§ 5 Obligations when replacing hardware

1. Territorial scope

The exchange service applies to the following countries:

Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France (including Monaco), Greece, Ireland, Italy (including the Vatican and San Marino), Croatia, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Austria, Poland, Portugal, Romania, Sweden, Slovakia, Slovenia, Spain, the Czech Republic, Hungary, Cyprus, Norway (limited – not for hardened products), Switzerland (including Liechtenstein, limited – not for hardened products) and the United Kingdom (limited – not for hardened products).

The following territories are excluded from the scope of service, although they may be supplied by an authorized replacement from an address located within the above-listed country:

- ▶ Büsingen am Hochrhein and Helgoland (Germany)
- ▶ Livigno and Campione d'Italia (Italy)
- ▶ Ceuta and Melilla as well as the Canary Islands (Spain)
- ▶ Åland (Finland)
- ▶ Mount Athos (Greece)

- ▶ French Guiana, French Polynesia, French Southern and Antarctic Territories,
- ▶ New Caledonia, Saint-Barthelemy, Saint-Pierre and Miquelon, Wallis and Futuna,
- ▶ Guadeloupe, Martinique, Mayotte, Réunion and Saint-Martin (France)
- ▶ Aruba, Curaçao, Sint Maarten, Bonaire, Sint Eustatius, Saba (Netherlands)
- ▶ Anguilla, Bermuda, British Antarctic Territory, British Virgin Islands, British Indian Ocean
- ▶ Territory (Chagos Archipelago), Falkland Islands, Gibraltar, Cayman Islands, Montserrat,
- ▶ Pitcairn Islands, St Helena, Ascension and Tristan da Cunha, the sovereign military bases of Akrotiri and Dhekelia, South Georgia and the South Sandwich Islands, Turks and Caicos
- ▶ Islands, Jersey, Guernsey and the Isle of Man (United Kingdom)
- ▶ Bouvet Island, Jan Mayen and Svalbard as well as other dependent territories and
- ▶ territorial claims in the Arctic/Antarctic (Norway)
- ▶ Greenland and the Faroe Islands (Denmark)
- ▶ Azores and Madeira (Portugal)
- ▶ Andorra

This list is subject to national and international export-control restrictions. States, persons or other entities that are subject to UN, EU or national embargoes or sanctions are excluded from the service scope. Any deviation from this coverage area requires an explicit written agreement.

2. Replacement by Rohde & Schwarz Networks and Cybersecurity GmbH

- a) At the discretion of Rohde & Schwarz Networks and Cybersecurity GmbH, defective parts or devices may be repaired or replaced with a functionally equivalent or superior part or device offering a comparable or greater range of functions. The replacement may also be a reconditioned device or part. (Return & Replace)
- b) Rohde & Schwarz Networks and Cybersecurity GmbH is entitled, but not obliged, to make technical modifications (e.g. firmware updates) beyond repairs and replacements, without prior notice, in order to bring the device up to the current state of the art. Should Rohde & Schwarz Networks and Cybersecurity GmbH make use of this option, the entitled party shall not incur any additional costs.

3. Reporting obligations for hardware defects

- a) If a fault with the device becomes apparent within the warranty period, the claim for replacement must be made immediately, and at the latest within seven days of the fault occurring or coming to light, via the service portal or the RMA form. Once the claim for replacement has been submitted, an RMA number will be issued, authorizing the return of the device. It is not possible to return a device without an RMA number.
- b) Rohde & Schwarz Networks and Cybersecurity GmbH may refuse to issue an RMA if the claimant's description of the fault does not provide any evidence of a hardware defect.
- c) Eligible claimants within the EU are required to return the device to Rohde & Schwarz Networks and Cybersecurity GmbH within 5 working days of receiving the RMA number. Eligible claimants outside the EU are required to return the device to the distributor within 5 working days of receiving the RMA number. Before dispatching, the claimant must reset the device to its factory settings, thereby deleting any sensitive information. The claimant is obliged to return the device to Rohde & Schwarz Networks and Cybersecurity GmbH (EU) or to a Rohde & Schwarz Networks and Cybersecurity GmbH distributor within 5 working days of receiving the RMA. The claimant must reset the device to its factory settings and thereby delete sensitive information.
- d) Furthermore, regardless of whether an RMA number has been issued, Rohde & Schwarz Networks and Cybersecurity GmbH shall refuse to provide the services if, upon receipt of the equipment, it determines that any of the grounds for exclusion set out in Section 6(6) and (7) apply and the claimant has failed to provide any admissible evidence to the contrary.

4. Transport obligations

- a) The claimant is obliged to properly frank the shipment and to bear all other costs relating to transport. Shipments marked "Freight collect", "Fees paid by recipient" or similar will not be accepted. Transportation to Rohde & Schwarz Networks and Cybersecurity GmbH senders is at the claimant's own risk and expense.

- b) The claimant must securely pack the device for transport before shipping it to Rohde & Schwarz Networks and Cybersecurity GmbH; the original sales packaging alone is generally not sufficient for this purpose.
- c) The RMA number must be applied to the exterior transport packaging so that it is clearly visible.
- d) Further processing is only possible if the device is sent with a copy of the original invoice. The original invoice is to be submitted to Rohde & Schwarz Networks and Cybersecurity GmbH upon request.
- e) Within the EU, Rohde & Schwarz Networks and Cybersecurity GmbH returns the products based on Incoterms 2020 DDP. Outside the EU, the basis is Incoterms 2022 EXW Germany (Würselen) unless a voucher is used.
- f) If any damage occurs during transport from Rohde & Schwarz Networks and Cybersecurity GmbH to the entitled party or the distributor, this must be reported immediately in writing to Rohde & Schwarz Networks and Cybersecurity GmbH and to the company responsible for the transport.

5. Data backup obligations

The claimant shall be responsible for regularly backing up the software and/or data installed or saved by them on the device, and the configuration of the device in particular, if possible for the last time immediately prior to shipping and, if applicable, to remove it from the R&S®LANCOM Management Cloud

Rohde & Schwarz Networks and Cybersecurity GmbH is authorized to delete the configuration of the device sent in by the claimant and/or to return this device or a replacement device with another version of the firmware.

Rohde & Schwarz Networks and Cybersecurity GmbH accepts no liability for damage resulting from data loss because of a device replacement, the use of a different version of the firmware, or other services. Claimants are not entitled to the restoration of their hardware or software configuration.

6. Cost reimbursement

Rohde & Schwarz Networks and Cybersecurity GmbH reserves the right to charge the claimant for the handling and transport expenses it has incurred if the claimant demands performance of services even though they are manifestly excluded under these terms and conditions and/or if its description of the defect was misleading or inappropriate and Rohde & Schwarz Networks and Cybersecurity GmbH has incurred unnecessary additional costs as a result.

In addition, Rohde & Schwarz Networks and Cybersecurity GmbH shall be entitled to customary remuneration (e.g. for labor, transport and parts as well as any necessary new installations of software) for services provided in connection with the rectification of defects or damage attributable to one of the aforementioned grounds for exclusion.

7. Limitation periods

Claims shall be excluded if the device is not received by Rohde & Schwarz Networks and Cybersecurity GmbH by the 14th day following notification of the replacement claim, despite the claim having been reported.

- b) The preceding paragraph shall not apply if the delay in receipt was caused exclusively by Rohde & Schwarz Networks and Cybersecurity GmbH.

8. Other exclusion factors

There is no entitlement to the service:

- a) if the sticker (if present on the product type) with the serial number has been removed from the device, altered, or made unrecognizable.
- b) if the claim was not reported in accordance with clause 1.2, or transport damages were
 - i. not reported;
 - ii. for transport damage incurred during transport to Rohde & Schwarz Networks and Cybersecurity through no fault of Rohde & Schwarz Networks and Cybersecurity;
 - iii. for transport damage caused during transport from the Rohde & Schwarz Networks and Cybersecurity partner to the claimant;
 - iv. for other accidental damage;

SERVICE & SUPPORT CONDITIONS

- v. if the device was damaged or destroyed by environmental impacts (mechanical effects, moisture, weather, lightning, electric shock, dust, overvoltage, etc.) or force majeure.
- c) if the device was stored or operated under conditions outside of technical specifications.
- d) if the damage arose through improper handling—in particular through non-compliance with the system description and the operating instructions.
- e) if the device was opened, repaired, or modified by persons not authorized by Rohde & Schwarz Networks and Cybersecurity.
- f) if the cause of the reported malfunction of the device arose from faulty hardware or software from other manufacturers or by faulty installation or operation.
- g) for damage resulting from normal wear and tear. Unless stated otherwise in data sheets or product descriptions.
- h) if the device was purchased by a system manufacturer as a component integrated into a system.

§ 6 Final provisions

The [general terms and conditions dated September 26, 2025](#) shall apply in addition.

