

**Griffin Hardware Products — Limited Warranty and RMA Processes**  
**Territory: United States**

- 1. Preamble & Definitions.** These provisions detail certain limited warranties offered by Griffin Technology (“Griffin”) for certain devices resold by Vocera (“Griffin Hardware”).
- 2. Griffin Limited Warranty.** Griffin offers its customers the warranty coverage described at [www.griffintechnology.com/support/returns](http://www.griffintechnology.com/support/returns). This document is subject to change from time to time in Griffin’s discretion.
- 3. Vocera RMA Support Responsibilities.** Vocera is the first point of contact for requests for Return Material Authorization (RMA) for Griffin Hardware purchased and fulfilled through Vocera. Upon receipt of an RMA request from a customer, Vocera Technical Support will determine whether the issue needs to be referred to Griffin or if Vocera will directly issue an RMA number to the customer. In the event that an RMA is required, Vocera will initiate the RMA process and will provide return shipping instructions to the customer, along with replacement tracking information. Vocera will not provide support for Griffin Hardware unless purchased and fulfilled through Vocera.