



EE Take Back Program Quality and environmental system

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1. About this program

The purpose of this procedure is to describe the electronic and electric take-back program by presenting the various processes and instructions. The WEEE Directive aims to reduce the waste arising from electrical and electronic equipment and improve the environmental performance of all those involved in the life cycle of electrical and electronic equipment.

2. SCOPE

This procedure is to help customers manage the electronic and electric products appropriately. Ciara Technologies offers an electronic and electric take-back program that recycles all electronic and electric products on international scale. The customer will be informed of this program at the time of the contract review.

3. DEFINITIONS

- 3.1 Throughout this document, Ciara shall be identified as the Company.
- 3.2 Ciara as a company caters only to businesses.
- 3.3 Recycling: A process by which materials or components are processed to be put back into productive use as a material or component, not including energy recovery.
- 3.4 Acronyms:
 - QAC: Quality Assurance Coordinator
 - QED: Quality and Efficiency Director

4. RESPONSIBILITIES

The QED and the QAC are responsible for updating this procedure.

5. GENERAL INFORMATION

- 5.1 Program name: Electronic and electric products take-back programs.

This section contains the basic information about the electronic and electric products take back programs such as the contact information for the program and what electronic and electric products materials are eligible.

6. Program conditions:

All recycling and electronic and electric products take back for recycling request must be made through the form exposed on this page.

The transport of the electronic and electric products will be finalized once the request for recycling is received by Ciara. The customer will be contacted in this regard.

All transactions are final. Recycled electronic and electric products may not be recalled by the customer.

The customer understands and accepts that no refund will be granted by Ciara for any electronic and electric products submitted under this program.

Transport drivers reserve the right to refuse equipment that is improperly packaged or that in any way is deemed dangerous.

Ciara does not assume any liability if a customer sends the wrong equipment for treatment and disposal. If possible, Ciara will return the product to the customer. The customer will be responsible for all shipping and administrative fees.



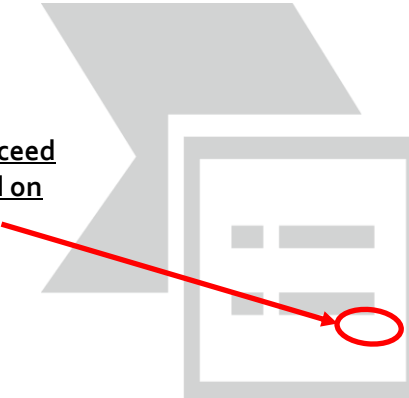



THIS SERVICE IS NOT DESIGNED FOR PRODUCTS THAT ARE OR BECAME CONTAMINATED OR ARE SUSPECTED OF CONTAMINATION WITH CHEMICAL PRODUCTS, BIOLOGICAL AGENTS OR OTHER SUBSTANCES THAT WERE NOT ORIGINALLY CONTAINED IN THE EQUIPMENT SUBMITTED. PRODUCTS AFFECTED IN THIS MANNER MUST BE DECONTAMINATED BEFORE RECYCLING.



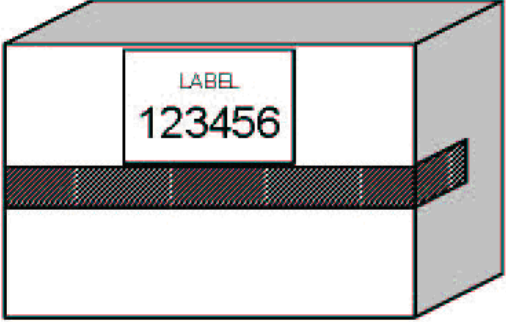
This program is not designed for use by the customer as an alternative to the return of non-functioning or defective products under Ciara return merchandise authorization (RMA) procedures. For example, if a system is returned for a refund in compliance with the Ciara Total Satisfaction Return Policy or in the case of the exchange of a system authorized pursuant to the applicable Ciara warranty or otherwise, the recycling program is not applicable. Please communicate the customer service by clicking on <https://ciaratech.com/contact/>

- 6.1 Program Description: The electronic and electric products are collected for recycling all over the world.
- 6.2 Program charge: Free of charge.
- 6.3 Eligible Electronic and electric products components: Ciara provides free recycling for all products purchased from Ciara.
- 6.4 Eligible Purchase Volume: No restriction
- 6.5 Shipping fees: Customers assume all shipping costs to the designated treatment facility.

7. PROGRAM INSTRUCTIONS

- 6.1 The service should be ordered by email, phone or online.
- 6.2 The electronic and electric products will be picked up by the Company.
- 6.3 The pick-up timeframe is 10 business days after the service is ordered.
- 6.4 The electronic and electric products need to be prepared in a particular way:

 First Step: Pack correctly and with the appropriate box!!		
	<p>Put the product in a non-broken cardboard box</p>	<p><u>The weight must not exceed 85% of the one stamped on the box.</u></p> 
	<p>In order to protect the content from movement, wrap the items separately by 2 in. of packaging material (preferably cardboard).</p>	
	<p>Seal the box adequately: use at least 2 in. adhesive tape for packaging.</p>	<p>Make sure the box is well closed. Do not use masking tape or transparent adhesive tape or linen tape, little stings, wrapping paper or gift boxes.</p>

 Second step: Identify the box properly!!		
	Place the tag (fix the 4 corners uniformly) on a large surface and totally visible.	
NOTE : Remove or cover the old tags		

8. RECORD KEEPING

After the electronic and electric products are recycled, the company will keep the following information and provide a report, upon request, on the volume and type of recycled products.