PYTHIA TECHNOLOGIES

POLICY · RETURNS AND WARRANTY

Return and warranty policy.

Returns, the standard warranty and extended coverage for Pythia Technologies hardware and software. Effective November 12, 2026.

30 days

to return a purchase, except items returned under an authorized RMA

1 year

standard warranty on all products, covering parts and services

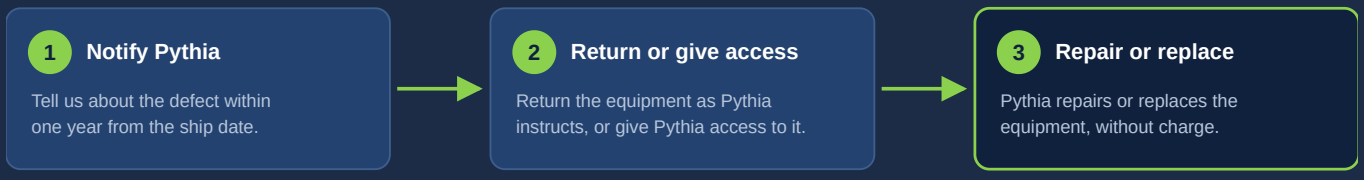
No charge

Pythia repairs or replaces defective equipment, at its discretion

Extended

warranties and service agreements are available, including Software Assurance for the Pythia DM

HOW A WARRANTY CLAIM WORKS



Hardware and software

One standard warranty covers Pythia equipment and the software delivered with it.

Parts and services

The 1-year warranty covers both, from the ship date.

Software Assurance

Extended coverage for the Pythia DM, with the first year included.

Supported in Powell, Ohio

Questions go to the same team that designs and builds the products.

30-DAY RETURNS

Returns.

Returns are accepted within 30 days of purchase, with the exception of items returned under an authorized RMA.

STANDARD WARRANTY

Pythia Technologies hardware and software standard warranty.

All products come with a 1-year warranty covering parts and services.

Pythia Technologies agrees to repair or replace at its discretion, without charge, any such equipment which is defective as to design, workmanship or material, and which is returned to Pythia Technologies, transportation prepaid, or about which Pythia Technologies is notified at its offices, provided:

1. Notice of the claimed defect is provided within one year from ship date and equipment is returned in accordance with Pythia Technologies' instructions or access to equipment is provided to Pythia Technologies.
2. Such equipment shall not be deemed to be defective if, due to exposure to any condition more than those published in the equipment specification, it fails to operate in a normal manner.
3. Pythia Technologies' obligations with respect to such equipment are conditioned upon the proper installation, operation and maintenance of such equipment by anyone other than Pythia Technologies.
4. The warranty stated in this document shall be void if such equipment is altered or repair is attempted or made by other than Pythia Technologies.

NO OTHER WARRANTIES, EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, SHALL BE APPLICABLE TO ANY EQUIPMENT SOLD OR SOFTWARE DELIVERED HEREUNDER, AND THE FOREGOING SHALL CONSTITUTE THE CLIENT'S SOLE RIGHT AND REMEDY UNDER THESE GENERAL CONDITIONS OF SALE.

EXTENDED COVERAGE

More coverage when you want it.

Extended warranties

Coverage beyond the standard 1-year warranty is available for Pythia products.

Service agreements

Ongoing support agreements for your Pythia systems.

Software Assurance for the Pythia DM

Priority support, automatic DM upgrades and device template updates, automatic encrypted configuration backups and a block of remote engineering hours. First year included.

Questions about a return or a warranty claim?

Contact us and we'll walk you through the next step.

Pythia Technologies Inc.
740.363.2272
sales@pythiatech.com
pythiatech.com/return-policy