

Refund and Cancellation Policy

Business-to-business (B2B) only · Effective 10 April 2026 · Version 1.0

This Refund and Cancellation Policy describes the circumstances in which Sigrow BV (“Sigrow”) accepts order cancellations and product returns from its business customers. It forms an integral part of Sigrow’s General Terms and Conditions of Sale. Sigrow sells only to businesses. This policy does not grant any consumer right of withdrawal, because Sigrow does not sell to consumers.

1. Cancelling an order before shipment

1.1 The Buyer may cancel a standard order free of charge at any time before the goods have been shipped, provided the order is not a custom, configured, or build-to-order item.

1.2 Custom, configured, or build-to-order items (for example camera systems with bespoke mounts, custom integrations, or hardware configured to specific crop or site requirements) cannot be cancelled once production has started. If production has started, Sigrow may invoice the costs actually incurred up to the point of cancellation, including components, engineering time, and non-cancellable supplier orders.

1.3 Service Packs, subscriptions, training, installation, and any other pre-paid Services are non-cancellable once activation has started or the service has been performed.

2. 30-day satisfaction return

2.1 If a Buyer is not satisfied with a standard, non-customised hardware Product, the Buyer may return it to Sigrow for a refund within **30 days of delivery**, subject to the conditions below.

2.2 To qualify for a satisfaction return, the Product must be:

- complete, including all accessories, cables, power supplies, and documentation originally shipped;
- in its original packaging, with all labels and seals intact;
- in good cosmetic and functional condition, showing no more than minor signs of normal evaluation use;
- free from any modification, tampering, or unauthorised repair;
- free from damage caused by misuse, liquids, pests, chemicals, or improper installation.

2.3 The 30-day satisfaction return does **not** apply to: custom, configured, or build-to-order hardware; Service Packs, subscriptions, and other Services; consumables; installation, commissioning, or training services already performed; and any Product that has been in commercial production use beyond reasonable evaluation.

3. Which costs are refunded and which are not

3.1 On an approved satisfaction return, Sigrow will refund the **hardware purchase price** actually paid by the Buyer for the returned items.

3.2 The following costs are **not** refundable, in line with Sigrow’s B2B model:

- **Data and Service Pack fees** (4G data upload, storage, app.sigrow.com access, api.sigrow.com access, remote support, image alignment, training) — these cover Services already delivered during the evaluation period.
- **Outbound shipping and handling** charges for the original delivery.
- **Return shipping** — the Buyer arranges and pays for return transport and insurance back to Sigrow.
- **Import duties, customs fees, and taxes** paid in the destination country on the original delivery.
- **Installation, on-site commissioning, custom integration, and training** already performed.

- **Custom configurations and engineering work** already carried out.

3.3 If a returned Product is incomplete, damaged, modified, or shows signs of use beyond reasonable evaluation, Sigrow may deduct the cost of missing items, repair, refurbishment, or a restocking fee from the refund, or refuse the return entirely.

4. How to start a return

4.1 To initiate a satisfaction return, the Buyer must email **success@sigrow.com** within the 30-day window with: the invoice number, the items to be returned, their serial numbers, the reason for return, and photographs of the Product and original packaging.

4.2 Sigrow will respond with a Return Merchandise Authorisation (RMA) number and return instructions. **Returns sent without an RMA number will be refused.**

4.3 The Buyer must ship the Product back within 14 days of receiving the RMA, using appropriate packaging to prevent damage in transit. Sigrow recommends insuring the return shipment; damage occurring during unauthorised or poorly packed return shipping is the Buyer's responsibility.

5. Inspection and refund timeline

5.1 Once Sigrow receives the returned Product, it will inspect the shipment within 5 business days and confirm the refund amount by email.

5.2 Approved refunds are paid within **14 days** of the inspection, by bank transfer to the IBAN from which the original payment was received, unless the Buyer requests a credit note against a future order.

6. Rental returns

6.1 Where hardware has been supplied on a rental basis, the monthly rent functions as a refundable deposit. On undamaged return at the end of the rental period, the full rent paid is credited. On conversion of the rental into a purchase, the rent paid is credited against the purchase price.

6.2 Service Pack fees associated with a rental (data, storage, support, training) are non-refundable once the rental period has started.

6.3 Rental Products must be returned in the same condition as delivered, subject to normal wear and tear, in the original packaging where possible. Missing items, damage, or cosmetic defects beyond normal wear may be invoiced at replacement value and deducted from the rental credit.

7. Defective products (warranty)

7.1 This policy does not apply to Products that are defective under warranty. Warranty claims are covered by clause 6 of Sigrow's General Terms and Conditions of Sale (12-month warranty from delivery, unless otherwise agreed in writing). Warranty issues must be reported to **support@sigrow.com**, not **success@sigrow.com**.

8. Order cancellation by Sigrow

8.1 Sigrow may cancel or refuse an order where: (a) the Buyer's account is in arrears; (b) the Product is no longer available; (c) a pricing or description error is discovered after order confirmation; (d) export control or sanctions rules prevent delivery; or (e) the order appears to be fraudulent. In that case, Sigrow will refund any amounts already paid for the cancelled part of the order.

9. Contact

Returns and commercial questions: **success@sigrow.com** · +31 6 450 500 55 (Monday–Friday, 9:00–18:00 CET).

Technical and warranty questions: **support@sigrow.com**.

Sigrow BV · Hoofdkwartier 86G · 6711 WW Ede, Gelderland · The Netherlands · KvK 61885304 · BTW NL854532122B01

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