

Warranty Terms for Business Customers 36-Month Manufacturer's Warranty

The following warranty terms apply exclusively to cameras from the uEye, uEye+, uEye Live, uEye EVS, uEye 3D, and IDS NXT product lines from

IDS Imaging Development Systems GmbH
Dimbacher Straße 10
74182 Obersulm
Germany

(hereafter referred to as "Manufacturer")

which were purchased by entrepreneurs within the meaning of § 14 of the German Civil Code (hereinafter referred to as "Customer").

1. Manufacturer's warranty

The manufacturer grants business customers a **manufacturer's warranty of 36 months** from the invoice date issued by the manufacturer or an authorized distributor. Statutory warranty rights remain unaffected by this.

2. Scope of Warranty

This manufacturer's warranty applies exclusively to cameras from the uEye, uEye+, uEye Live, uEye EVS, uEye 3D, and IDS NXT product lines that were purchased by the customer directly from the manufacturer or through an authorized distributor.

This manufacturer's warranty does not cover software, firmware, drivers, or other digital content and services, including any updates, upgrades, or new versions, even if provided in connection with the aforementioned products.

For all other products, including Ensenso products, accessories, and lenses, as well as for software, firmware, drivers, and other digital content or services provided in connection with products, including updates, the statutory warranty periods in accordance with the applicable General Terms and Conditions (GTC) of IDS Imaging Development Systems GmbH apply exclusively.

3. Warranty Services

Under the manufacturer's warranty, IDS undertakes, in the event of a proven defect attributable to material or manufacturing faults, to take one of the following actions at its own discretion and expense within the warranty period and under the conditions specified below:

- Repair of the defective product,
- Replacement with a new or equivalent product, or
- If neither repair nor replacement is possible, the customer is entitled to a refund of the purchase price.

There is no entitlement to reduction, withdrawal, or compensation under this warranty.

Replaced components become our property. If components have since been updated or newer software is available, the repair may include an update of components and/or software, unless the customer explicitly waives this in writing prior to the execution of the repair order.



4. Requirements for Claiming the Warranty

To make a warranty claim, the Customer must:

- Report the defect to IDS in writing without delay, but no later than 14 days after its discovery,
- Provide the serial number and proof of purchase,
- Use the original packaging or suitable packaging to prevent transport damage.

5. Warranty Exclusions

The warranty is valid only if:

- The product has been used within the specifications and application conditions defined by IDS,
- The operating, maintenance, and installation instructions provided by IDS have been followed,
- The defect was not caused by improper use, negligence, accidents, wear and tear, unauthorized repairs, modifications, or interventions by third parties,
- No external software or hardware caused the fault.

The warranty does not cover damage or defects resulting from the following circumstances:

- Damage due to improper use, installation, or storage,
- Normal wear and tear parts (e.g., connectors, threads),
- Damage caused by force majeure (e.g., lightning strike, overvoltage) or other unforeseeable events beyond the manufacturer's control,
- Defects resulting from contamination, corrosion, or chemical influences.

6. Process and Handling

Warranty services are handled by the sales company responsible for the respective country.

Warranty claims must be submitted to the customer service of the manufacturer's authorized sales company using the RMA request form.

The customer bears the cost and risk of return shipment, unless the case is recognized as a valid warranty claim. In such cases, the manufacturer will reimburse the return shipping costs.

7. Miscellaneous

Liability under this warranty is—where legally permissible—limited to the value of the defective product. Further claims, in particular claims for damages, are excluded to the extent permitted by law.

Amendments and additions to this warranty must be made in writing.

This warranty is governed by the laws of the Federal Republic of Germany. The place of performance is Heilbronn.

The exclusive place of jurisdiction is Heilbronn, to the extent permitted by law.

Obersulm, January 2026

