

RED BOARD SYSTEMS

Terms and Conditions of Sale

Effective Date: April 14, 2026

redboardsystems.com

1. Agreement to Terms

By placing an order through the Red Board Systems online store (redboardsystems.com), you ("Customer" or "Buyer") agree to be bound by these Terms and Conditions of Sale ("Terms"). These Terms constitute a legally binding agreement between you and Red Board Systems ("Company," "we," "us," or "our"). If you do not agree to these Terms, do not complete your purchase.

These Terms apply to all sales of products through the Red Board Systems online store. Orders placed through distributors, resellers, or other channels are subject to the terms of the respective channel and are not covered by these Terms unless otherwise stated in writing.

2. Products and Intended Use

Red Board Systems sells control system hardware, components, and accessories ("Products") designed for use with commercial and industrial grain dryer systems. All Products are intended for installation and use by qualified professionals with appropriate knowledge of electrical systems, grain drying and handling equipment, and applicable safety standards.

Our Products are industrial-grade components. Thus, the following conditions apply:

- Products are NOT intended for residential, consumer, or general-purpose use.
- Installation must be performed by a qualified electrician or systems integrator familiar with industrial control systems.
- All applicable local, state, and federal electrical codes and safety regulations must be followed during installation and operation.
- Red Board Systems does not warrant that any Product is suitable for any specific application without independent verification by the Customer.

3. Orders and Acceptance

All orders placed through the Red Board Systems online store are subject to acceptance by Red Board Systems. We reserve the right to refuse or cancel any order for any reason, including but not limited to product availability, errors in pricing or product descriptions, or suspected fraudulent activity.

An order is considered accepted when Red Board Systems issues an order confirmation and ships the Product. Receipt of an order confirmation email does not guarantee acceptance of your order if a subsequent issue (e.g., payment failure, stock discrepancy) is identified.

4. Pricing and Payment

- All prices are listed in U.S. Dollars (USD) and are subject to change without notice.
- Applicable sales taxes will be collected at checkout in accordance with applicable law.
- Payment is due in full at the time of order. We accept payment methods as listed at checkout.
- Red Board Systems is not responsible for currency conversion fees or charges imposed by your financial institution.
- In the event of a pricing error, Red Board Systems reserves the right to cancel the order and issue a full refund.

5. Shipping and Delivery

- Orders are shipped to addresses within the Continental United States only. We do not currently ship internationally.
- Estimated delivery times are provided as a courtesy and are not guaranteed. Red Board Systems is not liable for delays caused by carriers, weather events, or other circumstances beyond our control.
- Risk of loss and title for Products passes to the Customer upon delivery to the carrier.
- Red Board Systems is not responsible for packages lost, stolen, or damaged in transit once the carrier has accepted the shipment. Customers should file claims directly with the carrier for transit-related losses.
- Shipping charges are non-refundable except as expressly stated in our Return Policy (Section 9).

6. Limited Warranty

6.1 Warranty Coverage

Red Board Systems warrants its Products against defects in materials and workmanship under normal use and service conditions. The warranty period and specific coverage applicable to each Product are described in the product documentation included with the shipment or available on our website at

https://www.redboardsystems.com/downloads/Warranty_Information_Components.pdf .

6.2 Warranty Exclusions

Among other things, this limited warranty does not cover:

- Damage resulting from improper installation, misuse, abuse, neglect, or unauthorized modification.
- Damage caused by operation outside the environmental or electrical specifications set forth in the Product documentation.
- Damage caused by use with equipment, systems, or components not approved or recommended by Red Board Systems.
- Normal wear and tear, corrosion, or deterioration.
- Products with altered, defaced, or removed serial numbers or identification labels.
- Damage resulting from failure to follow all installation, operation, or maintenance instructions.

- Consequential, incidental, or secondary damages of any kind.

6.3 Warranty Remedies

At its sole discretion, Red Board Systems will repair, replace, or issue a credit for any Product found to be defective under the terms of this warranty. The Customer is responsible for the cost of returning the Product to Red Board Systems. Red Board Systems will cover return shipping for the repaired or replacement Product. This warranty is the Customer's sole and exclusive remedy for Product defects.

7. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, RED BOARD SYSTEMS SHALL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, OR PUNITIVE DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF DATA, BUSINESS INTERRUPTION, OR PROPERTY DAMAGE, ARISING OUT OF OR RELATED TO THE SALE, USE, OR INABILITY TO USE ANY PRODUCT, EVEN IF RED BOARD SYSTEMS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO EVENT SHALL RED BOARD SYSTEMS' TOTAL LIABILITY TO CUSTOMER EXCEED THE PURCHASE PRICE PAID BY CUSTOMER FOR THE SPECIFIC PRODUCT GIVING RISE TO THE CLAIM.

Because some jurisdictions do not allow the exclusion or limitation of certain types of liability, the above limitations may not apply to you in full. In such cases, Red Board Systems' liability shall be limited to the maximum extent permitted by applicable law.

8. Disclaimer of Warranties

EXCEPT FOR THE LIMITED WARRANTY SET FORTH IN SECTION 6, ALL PRODUCTS ARE PROVIDED "AS IS" AND "AS AVAILABLE" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. RED BOARD SYSTEMS DOES NOT WARRANT THAT PRODUCTS WILL MEET YOUR SPECIFIC REQUIREMENTS OR THAT OPERATION WILL BE UNINTERRUPTED OR ERROR-FREE.

9. Return Policy

The following Return Policy applies exclusively to Products purchased directly through the Red Board Systems online store (redboardsystems.com). Products purchased through authorized distributors, resellers, or other third-party channels are subject to the return policies of those respective channels.

9.1 Return Eligibility

To be eligible for a return, all of the following conditions must be met:

- The return must be initiated within 14 calendar days of the date the Customer receives the Product (as evidenced by carrier tracking confirmation).

- The Product must be in new, unused, and resalable condition with no evidence of installation, use, or handling beyond initial inspection.
- The Product must be returned in its original packaging with all included accessories, documentation, and components.
- A valid Return Merchandise Authorization (RMA) number must be obtained prior to returning any Product (see Section 9.2).

9.2 Return Merchandise Authorization (RMA) Process

All returns require a prior Return Merchandise Authorization (RMA). Returns received without a valid RMA number will be refused and returned to the sender at the sender's expense.

To request an RMA:

- Email rma@redboardsystems.com with your order number, the item(s) you wish to return, and a brief description of the reason for return.
- Red Board Systems will review your request and, if approved, issue an RMA number and return instructions within a reasonable timeframe.
- Once an RMA is issued, the returned package must arrive at Red Board Systems' facility within 7 calendar days of the RMA issue date. Packages that arrive after this window may be refused or returned to the customer at customer's own expense.
- The RMA number must be clearly written on the outside of the return package.

9.3 Restocking Fee

A restocking fee of 15% of the original purchase price will be deducted from all approved refunds, with the following exception:

- The 15% restocking fee is waived for Products that are confirmed by Red Board Systems to be defective due to a defect in materials or workmanship covered under the Limited Warranty (Section 6).

9.4 Shipping Costs

The following shipping cost provisions apply to all returns:

- The Customer is responsible for all shipping costs incurred in returning the Product to Red Board Systems. Shipping charges for the original order are non-refundable.
- Red Board Systems will not reimburse return shipping costs unless the return is due to an error by Red Board Systems (e.g., incorrect item shipped).
- Red Board Systems recommends using a trackable shipping method and purchasing shipping insurance. Red Board Systems is not responsible for return packages lost or damaged in transit.

9.5 Refund Processing

Upon receipt and inspection of the returned Product, Red Board Systems will notify the Customer of the approval or rejection of the refund. If approved, the refund (less any applicable

restocking fee and original shipping costs) will be issued to the original payment method within 14 business days.

10. Order Cancellations

Cancellation requests must be submitted before the order has shipped. To request a cancellation, contact us at the earliest possible opportunity via email at cancellation@redboardsystems.com. Once an order has been shipped, it cannot be cancelled and must instead be processed as a return per Section 9.

11. Compliance and Regulatory Responsibility

The Customer is solely responsible for ensuring that the purchase, installation, and use of Products complies with all applicable federal, state, and local laws, codes, regulations, and standards, including but not limited to OSHA regulations, NFPA codes, NEC requirements, and any applicable grain handling or agricultural facility standards. Red Board Systems makes no representations regarding compliance with any specific regulatory requirement for any particular installation or jurisdiction.

12. Intellectual Property

All content, trademarks, logos, and materials directly associated with Red Board Systems and its Products are the property of Red Board Systems or its licensors. Nothing in these Terms grants the Customer any rights to use Red Board Systems' trademarks, trade names, logos, or other intellectual property without prior written consent, unless otherwise allowed by law.

Also note that Red Board Systems is owned and operated by SICSensors, LLC. Red Board Systems and SICSensors, LLC are not affiliated with, endorsed by, nor connected in any way to other manufacturers (such as Brock Grain Systems®) mentioned herein and/or on the redboardsystems.com website. Any third-party trademarks mentioned herein are trademarks of their respective holders.

13. Governing Law and Dispute Resolution

These Terms shall be governed by and construed in accordance with the laws of the State of Indiana, without regard to its conflict of law provisions. The venue shall be in the court system of Hendricks County, IN, or the Southern District of Indiana (Indianapolis). The Parties agree that this choice of law, venue, and jurisdiction provision is not permissive, but rather mandatory in nature. Any dispute arising out of or relating to these Terms or the sale of Products shall first be submitted to good-faith negotiation. If not resolved, disputes shall be subject to the exclusive jurisdiction of the state and federal courts located in Indiana.

14. Changes to These Terms

Red Board Systems reserves the right to update or modify these Terms at any time without prior notice. The version of the Terms in effect at the time of your order will govern that transaction. We encourage you to review these Terms periodically. Continued use of the online store following any update constitutes acceptance of the revised Terms.

15. Contact Information

For questions regarding these Terms, warranty claims, or return requests, please contact us:

Email: info@redboardsystems.com

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This document is provided for informational purposes and does not constitute legal advice. Consult a qualified attorney to ensure compliance with applicable laws.