

Counterfeit Avoidance Policy

Policy:

RedboxVR Ltd is committed to preventing the purchase, acceptance, and distribution of fraudulent and counterfeit components of any description; be they mechanical or electrical.

RedboxVR Ltd policy is to purchase only new and authentic commercial components and materials from authorized suppliers/distributors or the original manufacturer of the product.

Definitions:

- Counterfeit Material - Material that has been confirmed to be a copy, imitation or substitute that has been represented, identified or marked as genuine and/or altered without authority with intent to mislead, deceive or defraud.
- Counterfeit Part - Part made or altered to imitate or resemble an “approved part” without authority and is intended to mislead or defraud by passing as original or genuine.
- Fraudulent Material - Any suspect material misrepresented to the Customer as meeting the Customer’s requirements.
- Suspect Material - Any part with an indication that it may have been misrepresented by the Supplier or Manufacturer and may meet the definition of counterfeit material/part or fraudulent material

Control of Nonconforming Product:

RedboxVR Ltd purchase product solely from suppliers and manufacturers on the RedboxVR Ltd Approved Supplier List and maintain traceability of all incoming products including Certificate of Conformance where applicable.

Products found to be nonconforming against specified requirements are identified, documented and quarantined to prevent unintended sale or use.

“Nonconforming product” is any product used or supplied by RedboxVR Ltd that does not meet:

- Acceptable Inspection limits
- Acceptable test results
- Statutory or regulatory requirements
- Not functioning to the manufacturer’s specification
- Incorrect product delivered by the supplier
- Counterfeit product
- Product damaged during delivery

If there are queries relating to our policy, please contact us and we will respond without delay.