

Return Material Authorization Policies and Procedures Framework

Last updated: January 28, 2026

Nayax prides itself on the quality and durability of its products. Nonetheless, there are instances in which a product is not functioning as intended and needs to be returned to us so that we can ascertain the root cause of such malfunction, and in the appropriate cases, repair or replace such a product.

This Return Material Authorization policy (“**RMA Policy**”) is intended to guide the persons acquiring Nayax’s products (“**Partner(s)**”), although this policy equally applies to our distributors, resellers and representatives through the process of returning a product which is not functioning as intended (the “**Device**”) to Nayax.

This RMA Policy does not cover non-technical inquiries, which should be addressed to info@nayax.com.

1. **Before requesting RMA approval.** Before returning any Devices to Nayax, the Partner should assess whether the electrical infrastructure, installation, communications are installed and operated correctly and in accordance with their respective Documentation. The Partner should make sure that the Device is up-to-date with all Software and Firmware upgrades made available by Nayax.
2. **Issuance of RMA Number and Instructions.** When appropriate, and all attempts at remote treatment through the Partner's and Nayax's support team have been unsuccessful, Nayax’s Support Team will determine that a Device is most likely faulty and should be returned to Nayax. In such circumstances, the Partner will be required to provide the Device Model, Serial Number, reasonable description of the error or defect, Contact Information and Return Shipping Address. Nayax may request additional or product-specific information and may require the Partner to provide such information through an online portal.
3. **Anti-Tampering.** Partner acknowledges that the Devices contain PCI-compliant components that must maintain their security integrity. For PIN-enabled Products (as defined in the Agreement), additional security requirements apply as follows:
 - 3.1. PIN-enabled **Products with broken tamper-evident seals, evidence of unauthorized access, or other signs of tampering will not be eligible for return under warranty.**
 - 3.2. Prior to return, Partner must perform Key Deletion (as defined in the Agreement) procedures in accordance with Nayax instructions to securely erase all sensitive data and cryptographic keys. If Key Deletion is not feasible, the PIN-enabled Products must be physically destroyed.
 - 3.3. Partner shall maintain chain of custody documentation for all PIN-enabled Products from removal from service through return to Nayax.
 - 3.4. All PIN-enabled Products must be returned using secure carriers with trackable shipping and must remain in tamper-evident packaging.
4. Devices with broken tamper-evident seals, evidence of unauthorized access, or other signs of tampering will not be eligible for return under warranty. Reseller shall ensure all Devices are returned with tamper-evident seals intact and shall train its personnel on proper handling procedures. Nayax may discard Devices with suspected tampering and shall not be required to issue an alternate Device.
5. **Service Proposal.** Nayax’s Support Team will issue to the Partner a written service proposal, stating the Warranty status of the Device; for a Device not covered by Warranty - the estimated cost of servicing the

unit and estimated timeframe for the delivery of an alternate Device, as well as the applicable labeling and shipping instructions, and the locations of Nayax's facilities to which the Device(s) may be shipped (the "Service Proposal"). The Service Proposal shall be valid for 90 days (the "Validity Period")

6. **No Accessories.** Unless specifically instructed otherwise, the Partner should not send any accessories with the Devices, and such Accessories may not be returned to the Partner.
7. **Packaging and Labeling.** Partner shall prepare the Devices for which a valid Service Proposal is outstanding, in accordance with Nayax's packaging and labeling instructions. For PIN-enabled Products, Partner must use only Nayax-approved tamper-evident packaging and shall not breach existing tamper seals.
8. **Shipment of Devices to Nayax.** The Partner shall use a secure and traceable shipping method provided by a reputable courier to ensure the safe return of the authorized returns. For PIN-enabled Products, Partner must use bonded carriers and provide pre-shipment notification to Nayax including device serial numbers. The Partner is responsible for the cost of freight, taxes and insurance for all returns of Devices. Nayax will not be responsible for any Device(s) which were not actually received by it for any reason. The Partner must ensure that the Devices are received by Nayax within the Validity Period, at the Partner's cost and risk.
9. **Delivery of Replacement Devices.** Nayax will notify the Partner upon receipt of the Device(s) and will validate compare the Device(s) received with their respective Service Proposal. As soon as practicable after validation of the Devices, Nayax will ship to the Partner replacement Device(s). A Device provided by Nayax as replacement may be a repaired or refurbished Device, at Nayax's sole discretion, provided that such replacement Device is in compliance with the relevant Documentation. Generally, Nayax ships replacement Devices to the Partner at Nayax's cost and risk. For the avoidance of doubt, for Devices purchased as part of Retail Solutions offering, Nayax does not commit to returning the same identical Device (with the same serial number) that was received back to the Partner, but rather a Device of the same or comparable model.
10. **Business Continuity.** Nayax exerts all reasonable commercial efforts to ensure the timely availability of replacement Devices. However, to ensure that the ability to operate with minimum interruptions to the business operations of the Partner, Nayax expects its Channel Partners to maintain a rotating inventory of replacement devices at such quantities that would enable a seamless transition onsite while providing the necessary time to facilitate the RMA process. For Devices under warranty that are purchased as part of Retail Solutions offering, Nayax may handle return and repair issues by shipping replacement Device(s) to the Partner when available, and may, at its sole discretion, provide such replacement prior to completing the processing and resolution of the defective Device.
11. **Contact Information.** For RMA requests or inquiries, please contact Nayax Customer Support at <https://www.nayax.com/contact-support/> or via telephone using the regional contact numbers available at <https://www.nayax.com/contact/>.
12. **Compliance with Applicable Laws.** The terms and conditions set forth in this RMA Policy are intended as default provisions governing returning Nayax Devices. It is expressly recognized that these provisions are subject to compliance with applicable laws and regulations within the jurisdiction where the Partner is situated and do not derogate from them. In the event of any discrepancy between the provisions of this RMA policy and applicable mandatory legal requirements of the relevant jurisdiction, the latter shall govern. Partner acknowledges that PIN-enabled Products are subject to additional data protection and payment card

industry compliance requirements, and Partner remains responsible for compliance with all applicable security standards and regulations.

13. **PIN-enabled Products Security Compliance.** For Covered Products returns, Partner certifies that: (1) Key Deletion procedures have been completed per Nayax instructions, or the device has been physically destroyed if Key Deletion was not feasible; (2) Chain of custody has been maintained and documented; (3) All tamper-evident seals remain intact; (4) No unauthorized access or tampering has occurred; and (4) Partner has obtained any required certificates of destruction where applicable. Failure to comply with these requirements may result in rejection of the return and forfeiture of warranty coverage.