

## Lantronix – Intrinsic

### Frequently Asked Questions

**1. As a customer of Intrinsic, how does this purchase affect me?**

Answer: Positively, you can expect to continue purchasing through your regular purchasing channel direct through our eStore (<https://shop.intrinsic.com/>) and receive customer service and technical support in the same way as before the purchase.

**2. Who is Lantronix?**

Answer: Lantronix, Inc. is a global provider of secure data access and management solutions for Internet of Things (IoT) assets. Our mission is to be the leading supplier of IoT solutions that enable companies to dramatically simplify the creation, deployment, and management of IoT projects while providing secure access to data for applications and people. [www.lantronix.com](http://www.lantronix.com)

**3. Will the quote you gave me still be honored?**

Answer: Yes, all quotes will be honored and will expire at their regular duration.

**4. Who do I contact if I have a problem?**

Answer: You should contact the same customer service or technical support person you did before the acquisition. <https://helpdesk.intrinsic.com> or +1-604-801-6461

**5. How do I submit an RMA request?**

Answer: Currently, there are no changes in the present RMA process. Please continue to submit your RMA ticket at <https://helpdesk.intrinsic.com>

**6. Will pricing and the products offered change?**

Answer: There are no changes in product or pricing at this time. When and if changes are made, we will provide notification long in advance of any changes.

**7. Where will the company be headquartered?**

Answer: Lantronix is a global company headquartered in Irvine, CA. We are a publicly traded company on the Nasdaq (NASDAQ: LTRX).