



ELEKTRON EYE TECHNOLOGY LIMITED – COMPANY WARRANTY POLICY

This warranty applies if it is incorporated into the contract between the Buyer and the Company for the sale of goods (“Goods”) and is subject to the Company’s Terms & Conditions of Sale.

Warranty and Warranty Period

Unless otherwise agreed in the contract two years from date of shipment to the Buyer (“Warranty Period”)

The Company warrants that the Goods will be free from defects in material and workmanship under normal use for the Warranty Period subject to the limitations below and the Company’s Terms & Conditions of Sale.

Warranty Claim Procedure

Contact your area Sales Manager or Elektron switchboard to log your claim and to receive further instructions with regards to returning the defective equipment under warranty.

Limitations on Warranties

- A. The Buyer must notify the Company in writing of any claimed defect in the Goods within 5 days of discovery and promptly return them to the Company or an alternative location specified by the Company, transportation charges prepaid. If upon examination the Company determines that the Goods are defective in material or workmanship, i.e. contain a defect arising out of the manufacture of the Goods and not a defect caused by other circumstances, including, but not limited to accident, misuse, unforeseeable use, neglect, alteration, improper installation, improper adjustment, improper repair, repair by others, or improper testing, the Company shall at its option repair or replace the Goods, pay freight costs to Buyers location and repay reasonable costs incurred by the Buyer in returning the Goods. The Company shall have a reasonable time to make such repairs or to replace the Goods. Should the Buyer request onsite warranty assistance, all labour and expenses except time actually spent on site shall be billed by the Company and paid by the Buyer at the then prevailing rates and charges. Any repair or replacement of Goods shall not extend the period of warranty. This warranty is limited to the Warranty Period without regard to whether any claimed defects were discoverable or latent on the date of shipment.
- B. If the Buyer shall fail to pay when due any portion of the purchase price or any other payment required from Buyer to the Company under the contract or otherwise, all warranties and remedies granted under this Policy, may, be terminated by the Company.
- C. This Warranty is subject to the Company’s Terms and Conditions of Sale which contain exclusions / limitations on the Company’s liability to the Buyer and impose obligations on the Buyer

Maintenance within Warranty Period

Warranty covers genuine equipment defects/failures only, determination of which is at the Company’s sole discretion. Any planned preventative maintenance during the Warranty Period is subject to the Company’s current standard service rates and charges.

Elektron Eye Technology Limited

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Registered in England No. 10296364

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