

# Hectronic Warranty Information

- Hardware Products

Not applicable to customers with an individual support agreement.

## **Terms and conditions:**

- If no other written agreement exists, there is a 12-month warranty on all products. The warranty start date is the date of delivery.
- Defective products are repaired or replaced by an equivalent product at no charge.
- Should it not be possible to repair or replace the product, within a reasonable time, a credit invoice will be issued.
- The freight cost returning the product to Hectronic, an assigned service center or manufacturer is paid by the customer. Hectronic pays for the freight cost for the shipment of the repaired product or replacement back to the customer.
- Product defects originating from incorrect or careless usage, handling, storage or transportation are not covered by warranty.
- Products for which the customer claims warranty, that pass testing and are found fully operational by Hectronic, will be returned to the customer. In these cases Hectronic are entitled to charge for the work according to current hourly support rates and costs for freight and handling.
- Before a defective product is returned to Hectronic always submit a Support Request Form according to procedures found on [www.hectronic.se](http://www.hectronic.se). An RMA number (Return Materials Authorization) will be issued. The package must protect the returned product against damage during transportation and shall be clearly marked with the RMA number.
- Under normal circumstances, the RMA number is received within 72 hours from the submission of a Support Request Form. Always refer to the RMA number in correspondence and communication about the support case.
- Hectronic is not liable to any indirect material damage, immaterial or financial damage due to defective products, apart from liabilities stated in the Product Liability Law (SFS 1992:18).
- Apart from what's stated here, the terms and conditions in Orgalime S2012 applies