
Warranty terms and conditions

amc VIBRO Sp. z o.o.

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- 1) AMC VIBRO Sp. z o.o. (**Warrantor**) guarantees to the buyer (**Claimant**) proper operation of the product according to the technical conditions described in the user's manual and provides free removal of defects during the warranty period.
- 2) The warranty period is 12 months from the date of purchase (invoice date) unless the terms of the offer/order contract provide otherwise. If product needs to be repaired, the warranty is extended by the duration of repair period.
- 3) Claims during the warranty period will be respected only after the correct operation of the device is confirmed, in accordance with the user's manual. The **Warrantor** reserves the right to charge the **Claimant** with handling costs related to carrying out the expertise and transport, if the product will be functional or damage was not covered by the warranty.
- 4) The terms of accepting a warranty claim is:
 - a) delivery by e-mail a written claim notification including: the name of the product, serial number, the date of purchase, detailed description of the defect, information on the circumstances in which the fault occurred and photos of the defective product.
 - b) delivery of the defective product to the **Warrantor's** office together with a copy of the complaint form.
- 5) Claims have to be addressed to:

support@amcvibro.com

- 6) The repair will be performed within 14 business days from the date of acceptance of the claim. If replacement of non-standard components is required, the repair time may be extended. In such case the **Claimant** will be notified immediately.
- 7) The **Warrantor** reserves the right to perform an on-site inspection of a location where the defective product was installed. The **Warrantor** will refuse to accept the claim if the **Claimant** will not allow such inspection.
- 8) The warranty does not cover:
 - a) parts subject to normal wear and tear,
 - b) consumables, such as filters, light bulbs, fuses, batteries, bearings, lubricants, oils, refrigerants, etc.
 - c) accessories, such as cases, test leads, measuring probes, batteries, with the exception of rechargeable batteries, which are granted a 6-month warranty.
- 9) The buyer loses the right to warranty repair if:
 - a) the damage occurred due to:
 - i) improper use or application, in particular not in accordance to user manual
 - ii) incorrect selection of a product to the conditions existing at the place of assembly
 - iii) incorrect installation, maintenance, storage or transport of the product
 - iv) mechanical, chemical, thermal, electrical damages or intentional damage to the product and effects caused by it
 - v) product damages resulting from the use of non-original materials or materials that do not comply with the manufacturer's recommendations
 - vi) product damages resulting from improper packaging or protection of the product by the buyer during transportation
 - vii) damages resulting from random events or force majeure factors (fire, flood, atmospheric discharges, etc.)
 - viii) malfunctions of the devices that affect the performance of the product
 - b) product modifications or repairs were made outside of AMC VIBRO service
 - c) warranty seals are broken

