



### Scope of Warranty

#### General Warranty

The General Warranty applies to all finished products manufactured by Vetronic Services Ltd. The General Warranty does not cover attachments, and/or, accessories. See the section on Limited Warranty.

The manufacturer (Vetronic Services LTD) warrants the hardware of this product to be in good working order and fit for the purpose intended for a period of one calendar year from the date of purchase. In the event that the product is found to be defective, within the warranty period, the manufacturer will repair or replace the item or items free of charge subject to the following conditions:

- 1) The goods are returned to the manufacturer or supplier for inspection prior to replacement and/or repair.
- 2) The customer retains proof of date of purchase, together with model name and serial number of the defective product.
- 3) The failure of the item to perform or function correctly is a direct result of a fault in manufacture, and does not arise from damage sustained in transit or from direct physical abuse, however caused.
- 4) The customer bears the return cost of secure transportation of the product to either the manufacturer or supplier.

#### Limited Warranty

A Limited Warranty period of 3 months applies to cables and attachments of Vetronic Services Limited products; 6 months for accessories including: sensors and probes.

#### Our Manufacturer's Warranty does *not* cover:

- 1) Repair or replacement of parts due to normal wear and tear
- 2) Any consumables
- 3) The cost of returning goods to the manufacturer or supplier
- 4) The cost of a replacement product(s) during the repair period.

#### Warranty repair service is excluded if damage or defects have been caused by:

- 1) Improper use, excessive use, or use of the product not in accordance with the operating manual's instructions
- 2) Incorrect storage, dropping, excessive shocks, dirt, liquid, sand damage, or any other damage that could be caused by negligence, recklessness or improper use, that could be reasonably foreseeable.
- 3) Repairs other than by the manufacturer or manufacturer-authorized agent.
- 4) Accidents, disasters, or any cause beyond the reasonable control of the manufacturer including, but not limited, to: fire, water, lightning and improper ventilation.

#### Repairs Warranty

A Repair Warranty period of 3 months applies to all repairs carried out by the manufacturer to items of equipment, connecting cables, extension cables, and sensor cables. This warranty applies only, and exclusively to, the part(s) replaced or repaired. If a repair is carried out within the one year General Warranty Period, the warranty on the repair will extend to either the end of the General Warranty or for 3 months from the repair date, whichever is the longer.

**Important Note:** A Warranty will be rendered void if the anti-tamper labels attached to products have been damaged indicating the unit has been opened by a non-authorized agent.