

Terms

ALCAD Australasia and distributed products are warranted to be free from defects in components and factory workmanship under normal use and service for a period of **2 years** when bought from a reseller.

Policy

ALCAD Australasia warrants this product to be free of defects in material and manufacture under normal use for a period of 24 months. The term of this warranty begins on the date of sale to the purchaser from an authorized ALCAD Australasia reseller (proof of purchase in the form of a receipt may be required). Units returned for warranty repair to ALCAD Australasia will be repaired or replaced at the manufacturer's option, free of charge.

ALCAD Australasia reserves the right to change or improve design at any time without prior notification. Design changes are not implemented retroactively, and the incorporation of design changes into future units does not imply the availability of an upgrade to existing units. This warranty is void if ALCAD Australasia determines, in its sole business judgment, the defect to be the result of abuse, neglect, alteration or attempted repair by unauthorized personnel.

The warranties set forth above are in lieu of all other warranties, expressed or implied, and ALCAD Australasia specifically disclaims any and all implied warranty of merchantability or of fitness for a particular purpose. The buyer acknowledges and agrees that in no event shall the company be held liable for any special, indirect, incidental or consequential damages, or for injury, loss or damage sustained by any person or property, that may result from this product failing to operate correctly at any time.

ALCAD Australasia responsibility is limited to the product itself. ALCAD Australasia assumes no responsibility for any loss due to cancellation of any events, or rent of replacement equipment or costs due to third parties or customer's loss of profit, or any other indirect cost or losses however incurred. **The product warranty is only valid in the country where the product was purchased.**

ALCAD Australasia reserves the right to determine if warranty is void.

Exceptions

ALCAD Australasia will always follow the law of the respective markets should it differ from the policy stated above or the exceptions stated below. Some products distributed by ALCAD Australasia may have different warranties - they are excluded from this policy.

This warranty shall be null and void, if the product is subjected to repair work or alteration by a person or facility other than those authorized by ALCAD Australasia; mechanical damage including shipping accidents; war, civil insurrection, misuse, abuse, operation with incorrect AC voltage, incorrect connections, incorrect use of equipment, incorrect installation, wrong accessories, incorrect use of accessories, operation with faulty associated equipment, exposure to inclement weather conditions and normal wear and tear.

Units, on which the serial number has been removed or defaced, are not eligible for warranty service.

IMPORTANT NOTE ABOUT PRODUCT RETURNS:

WHEN RETURNING YOUR PRODUCT TO ALCAD AUSTRALASIA YOU ARE RESPONSIBLE FOR THE COST OF SHIPPING. ANY SHIPMENT THAT IS NOT PRE-PAID WILL NOT BE ACCEPTED.

ANY ITEM SENT WITHOUT AN RMA NUMBER WILL NOT BE ACCEPTED AS A WARRANTY CLAIM AND WILL NOT BE RETURNED UNLESS SHIPMENT IS PAID, FOR RETURN OF GOODS.