

Warranty Conditions

In order to receive a prompt repair under warranty period customers must complete and submit the RMA (Return Merchandise Authorization), present on our home page at <http://www.eurotek.eu>, duly completed and signed. After receiving an assigned RMA number the user, must send at its expenses, the apparatus following the instructions present on the same RMA form. If the Terms of Guarantee have been met, the unit will be repaired or replaced and shipped back free of charge. In the event that the failure is not covered by warranty Eurotek will issue an offer for the reparation and customer can decide whether or not to repair the product.

Terms of Guarantee:

The products are guaranteed for a period of **2 YEARS** from the date of purchase. The warranty covers the repair or replacement of apparatus or its defective parts and it is made exclusively in our laboratories in accordance with the sale contract without any charge for labour manpower and materials, except shipping cost from Customer to Eurotek and vice-versa.

- The warranty is valid only if the RMA form is submitted duly completed and signed. The non-conforming product must be returned in their original packaging complete with all accessories and accompanied by a delivery note (transport document), indicating the RMA number assigned by Eurotek S.r.l..
- The serial number of equipment must not be deleted or modified in any way otherwise this avoid the warranty.
- The warranty does not apply to damage caused by negligence, installation not in accordance with the instructions, tampering, modification of the products, damage due to accidental causes or negligence by the purchaser. It also does not apply in the case of damages due to supplying the voltages other than those indicated or sudden changes in voltage which the device is connected as well as in the event of failures caused by infiltration of liquids, fire, shock inductive / electrostatic discharges or caused by lightning, power surges or other external phenomena to the equipment.
- The warranty does not cover parts subject to wear after use: Fans, Batteries (when supplied), RF components, Relè, Cables/cords, Connectors, external parts and plastic substrates, that do not have manufacturing defects.
- Excluded from the warranty: periodic checks, settings and maintenance, software updates that improve performances of the equipment.
- After the warranty period, the assistance will be done charging for the replaced parts, the cost of labor and transportation, according to the offer submitted to the customer who will decide whether to continue with the repair or act differently.
- Warranty period of repaired products is equal to 6 months, from the date of return of the goods, and it is valid only if the fault is attributable to the same parts replaced. If the problem is different a new repair's offer will be drawn up.
- The warranty is provided by: Eurotek S.r.l. Strada Comunale Savonesa n° 9 - 15057 Rivalta Scrivia (AL) - Italy
- For all disputes shall be exclusively competent the Alessandria Court.

Eurotek S.r.l.