



## LIGHTWARE VISUAL ENGINEERING - LIMITED WARRANTY STATEMENT

1. Lightware Visual Engineering PLC. (Lightware) warrants to all trade and end user customers that any Lightware product purchased will be free from manufacturing defects in both material and workmanship for three (3) years from purchase unless stated otherwise below. The warranty period will begin from the latest possible date where proof of purchase/delivery can be provided by the customer. In the event that no proof can be provided (invoice), the warranty period will begin from point of delivery from Lightware.
  - 1.1 If, during the first three (3) months of purchase, the customer is unhappy with any aspect of a Lightware product, Lightware will accept a return for full credit.
  - 1.2 Any product that fails in the first six (6) months of the warranty period will automatically be eligible for replacement and advanced replacement where available.
  - 1.3 Product failures from six (6) months to the end of the warranty period will either be repaired or replaced at the discretion of Lightware. If Lightware chooses to replace the product then the replacement will be warranted for the remainder of the original unit's warranty period.
2. The above stated warranty and procedures will not apply to any product that has been:
  - a. Modified, repaired or altered by anyone other than a certified Lightware engineer unless expressly agreed beforehand.
  - b. Used in any application other than that for which it was intended.
  - c. Subjected to any mechanical or electrical abuse or accidental damage.
  - 2.1 Any costs incurred for repair/replacement of goods that fall into the above categories (2.a., 2.b., 2.c.) will be borne by the customer at a pre-agreed figure.
3. All products to be returned to Lightware require a return material authorization number (RMA) prior to shipment and this number must be clearly marked on the box. If an RMA number is not obtained or is not clearly marked on the box, Lightware will refuse the shipment.
  - 3.1 The customer will be responsible for in-bound and Lightware will be responsible for out-bound shipping costs.
  - 3.2 Newly repaired or replaced products will be warranted to the end of the originally purchased products warranty period.