

WARRANTY CONDITIONS AND AFTER SALES SERVICE

Marine Instruments, S.A., develops, manufactures and markets high performance electronic solutions, designed to operate in the most demanding conditions and environments. For this purpose, it has a quality system aimed at preventing and detecting failures in all of the phases of the process. In addition, prior to shipment, Marine Instruments, S.A. checks the correct operation of every device to be marketed.

However, in the event of any type of defect, Marine Instruments, S.A., undertakes to solve the incidents in the shortest possible time, under the terms set out in this document.

1. GENERAL TERMS OF THE WARRANTY

Except for special conditions previously agreed to, and subject to the terms and conditions established in this document, the warranty covers the costs of repair or replacement of defective parts and/or accessories and labor in the factory itself for a period of twelve (12) months from the date of sale. For these purposes, the date of sale is understood as that included in the sales receipt or invoice.

In any case, Marine Instruments, S.A. reserves the right to refund the sales price of the product or to replace it, in accordance with the provisions of section 3 below.

2. EXCLUSIONS

The warranty does not cover:

- a) Damages or costs incurred during transportation of the product (unless the INCOTERM of the sale indicates otherwise).
- b) Defects caused, directly or indirectly, by:
 - incorrect installation, misuse, and repairs carried out by installers who are not authorized by Marine Instruments,
 - use other than that indicated in the operating instructions or user manual, negligence, falls, accidents and, for submersible equipment, immersion deeper than indicated in the product data sheet,

- external electrical faults and causes of force majeure (floods, atmospheric electrical discharges, fires, etc.),
 - use of inappropriate chemicals and, in equipment not intended for outdoor use, use of any type of liquid,
 - storage with direct exposure to the sun or use at temperatures outside the range indicated on the product technical data sheet.
 - wear and tear and aesthetic deterioration caused by use.
- c) Repair, spare parts or replacement of parts that suffer wear due to use; In general, consumables or components that must be replaced periodically during the useful life of a product.

3. WARRANTY MANAGEMENT OVERVIEW

The incidents must be communicated to Marine Instruments, S.A., via the following email address: service24@marineinstruments.es. In this email, the defect detected by the client and the serial number of the defective equipment must be included, as well as a copy of the proof of sale or invoice.

In the event that the claim cannot be solved remotely, Marine Instruments, S.A., must communicate this circumstance to the client, who must send the defective product to the factory located at Rúa dos Padróns, nº 4 (Vial 3), 36.350 Nigrán, Pontevedra (Spain), where it must be received within the warranty period or within a maximum period of six (6) months from the notification of the defect.

The defective equipment will be examined upon receipt by the After Sales Department, in order to determine whether the causes of the defect are covered or not by the warranty. Therefore:

- (i) In the event that the After Sales Department concludes that the defective equipment is not covered by the warranty, the provisions of section 4 below will apply.
- (ii) In the event that the defective product is covered by the warranty, Marine Instruments, S.A., at its sole discretion, may choose between any of the following alternatives:
 - a) the repair or replacement of any defective part of the product and/or accessories that are covered by this warranty, or
 - b) refund of the sales price, indicated on the invoice or proof of sale, or
 - c) replacement of the product. If it is no longer manufactured, it will be replaced by one with similar characteristics and cost.

Marine Instruments, S.A., reserves the right to replace parts with other repaired parts.

The products and parts subject to the claim that have been replaced will become property of Marine Instruments, S.A.

The replacement of the whole product, or part of it, does not extend or renew the warranty period. The repaired or replaced product will have a warranty of six (6) months from the date of repair or replacement, or the remainder of the original warranty period, whichever occurs later. For this purpose, the date of repair or replacement is considered as the delivery date of the product to the client.

4. REPAIRS NOT COVERED BY THE WARRANTY


Repairs of equipment that do not meet the warranty conditions set forth in this document will be carried out after the client's acceptance, where appropriate, of the repair quote prepared by Marine Instruments, S.A.

The repair process ends with the delivery of the repaired equipment to the client and the billing of the services performed.

The shipping costs of the products to/from factory will be borne by the client.

Repairs or substitutions will always be carried out at Marine Instruments, S.A.'s factory, located at Rúa dos Padróns, nº 4 (Vial 3), 36.350 Nigrán, Pontevedra (Spain). If a technician must travel to evaluate and/or repair the product, the expenses of this travel, stay and repair services will be borne by the client.

Marine Instruments provides a detailed service report to the client.

Marine Instruments, S.A. will recycle all the waste from the equipment received in the After Sales Department according to the current Electrical and Electronic Equipment Waste regulations 

Marine Instruments, S.A. - Valid from November 15, 2018 until new version.

More information: postventa@marineinstruments.es