

TERMS OF WARRANTY AND AFTER-SALES SERVICE

Marine Instruments, S.A.U. develops, manufactures, and markets high-performance electronic solutions designed to operate in highly demanding conditions and environments. To this end, it has a quality system in place designed to prevent and detect faults at every stage of the process. In addition, Marine Instruments, S.A.U. checks the operation of every device manufactured before delivery.

Marine Instruments, S.A.U. undertakes to resolve any issues that arise as swiftly as possible.

1. GENERAL TERMS OF WARRANTY

Unless otherwise agreed, and subject to the terms and conditions set out in this document, the warranty covers the cost of repairing or replacing faulty parts and/or accessories, including associated labor at the Marine Instruments, S.A.U. factory, for a period of twelve (12) months from the date of sale. For these purposes, the date of sale is understood to be the date on the sales receipt or invoice.

In all cases, Marine Instruments, S.A.U. reserves the right to refund the sale price of the product or to replace it in accordance with the provisions of paragraph 3 below.

2. EXCLUSIONS

The following are excluded from this warranty:

(a) Damage or costs incurred during transportation of the product (unless the applicable incoterms indicate otherwise).

(B) Defects caused directly or indirectly by:

- incorrect installation, handling, or repair by installers not authorized by Marine Instruments, S.A.U.
- Use other than that indicated in the user manual or instructions, negligence, falls, accidents and, for submersible devices, immersion at a depth greater than that indicated on the product data sheet.

- External electrical faults and force majeure (unstable power supply, flood, lightning, fire, etc.).
- Use of inappropriate chemicals and, on devices not intended for outdoor use, contact with any type of liquid.
- Prolonged storage in direct sunlight or use at extreme temperatures outside the range indicated on the product data sheet.
- Aesthetic wear and tear caused by usage.

(c) Repair or replacement of parts that suffer general wear and tear due to usage and, in general, consumables or components that must be regularly replaced during the service life of a product.

3. HANDLING OF WARRANTY INCIDENTS

All warranty incidents must be reported to Marine Instruments, S.A.U. at the following email address: service24@marineinstruments.es. This report must detail the fault detected by the customer and the serial number of the defective device and must be accompanied by a completed Fault Report (available online at <https://www.marineinstruments.es/wp-content/uploads/2023/05/EN-Informe-averia-con-instrucciones.xlsx>) and by relevant photographs of the defective product.

If the claim cannot be resolved remotely, Marine Instruments, S.A.U. will inform the customer of the situation and indicate how they should proceed.

If the defective product needs to be returned to the factory, it must be sent to the following address:

Marine Instruments
Attn: Post Ventas
Rúa dos Padróns, nº 4 (Vial 3),
36350 Nigrán, Pontevedra (España)
Tel.: +34 986 366 360

The defective product must be received within the warranty period or within a maximum of six (6) months from notification of the defect

Upon receipt, the defective device will be examined by the After-Sales Department to determine whether the causes of the fault are covered by the warranty.

Thus:

(i) If the defective product is covered under warranty, Marine Instruments, S.A.U. will, at its sole discretion, select one of the following courses of action:

- Repair or replace the defective parts of the product and/or accessories covered by this warranty.
- Refund the sale price indicated on our invoice.
- Replace the product. If the defective product is no longer manufactured, it will be replaced by one of similar characteristics and cost.

In this case, the cost of shipping the products to the factory will always be borne by the customer, while the cost of returning the products will be borne by Marine Instruments S.A.U.

(ii) If, conversely, the After-Sales Department concludes that the defective device is not covered by the warranty it will be subject to the provisions of paragraph 4 of this document.

In both cases, Marine Instruments S.A.U. reserves the right to replace defective parts with reconditioned parts.

All products and parts subject to the claim that have been replaced will become the property of Marine Instruments S.A.U., which will use them to investigate the causes of the fault and prevent its recurrence.

Replacement of the whole product or part of it does not extend or renew the warranty period. The length of the warranty of the repaired or replaced parts of the product will be either (i) six (6) months from the date of repair or replacement, or (ii) the remainder of the original warranty period, whichever is longest. For these purposes, the date on which the product is delivered to the customer is considered the date of repair or replacement.

4. REPAIRS NOT COVERED BY THE WARRANTY

Device repairs that do not meet the terms of warranty set out in this document will be carried out upon acceptance by the customer acceptance of the repair quote submitted by Marine Instruments, S.A.U.

- Quote validity period: 30 working days. After this period the quote will be considered to be rejected.

- Repair period after acceptance of the quote: maximum of 20 working days. If for any reason Marine Instruments, S.A.U. is unable to meet this deadline, it would inform the customer by email as swiftly as possible.
- An analysis fee will be charged for all products for which the quote is rejected or that are deemed unrepairable.
- The repair process ends with the delivery of the repaired device to the customer and the billing of the work performed.

This cases, the cost of shipping the products to/from the factory will be borne by the customer.

Repairs or replacements will always be performed at the Marine Instruments S.A.U. factory, located at Rúa dos Padróns, nº 4 (Vial 3), 36350 Nigrán, Pontevedra (Spain). If it is necessary for company engineers to travel to a location indicated by the customer to evaluate and/or repair the product, the cost of this travel, including accommodation, will be borne by the customer in addition to the cost of repair.

On completion of the work, Marine Instruments, S.A.U. send the customer with a detailed service report.

Marine Instruments, S.A.U. undertakes to recycle all waste associated with the device received by the After-Sales Department in accordance with the applicable regulations on electrical and electronic equipment waste.

Marine Instruments, S.A.U. Valid from February 7, 2022 until further notice.

For more information: postventa@marineinstruments.es