

## **INFORMATION ON WARRANTY ON GOODS**

### **For Equipment Distributed by Atersa**

#### **Limited Warranty**

Aplicaciones Técnicas de la Energía SL (ATERSA), after selecting the finest equipment currently available on the market, ensures that the equipment distributed is free of any faults and meets the highest quality specifications. However, should any of these pieces of equipment present any defect or not operate correctly, you must contact the seller or ATERSA as soon as possible, without prejudice to being entitled to go directly to the original manufacturer of the equipment. As the authorised distributor, Atersa will make the appropriate claims to the product's original manufacturer and will transfer this product's original warranties; each of the latter shall be that outlined by the equipment's manufacturer on its website with reference to the country in which the equipment is sold.

#### **Exclusions**

If the equipment has been subjected to misuse, negligence or accident or if it has been damaged due to abuse, alteration or improper installation or application, or subjected to negligent use, transport, handling or storage, or repaired by anyone without Atersa's knowledge or authorisation, this warranty shall not apply

This warranty does not cover damages due to natural causes, force majeure or meteorological events such as fires, floods, hailstones, earthquakes, wars, etc.

#### **Limitations of Warranty**

The warranty does not include any transportation costs for returning equipment, or for the reshipment of any part which has been repaired or replaced, or costs associated with the removal, installation or reinstallation of said equipment or any loss of earnings resulting from the inoperability of the equipment.

Any repairs, compensation or equipment replacements shall not entail the initiation of a new warranty period, nor shall they extend the term of the original warranty.

ATERSA shall not be responsible for the total time it takes for the incident to be resolved if the repair involves sending the equipment to the original manufacturer.

If repairs are carried out on the equipment, these shall be guaranteed for six months from the date of the repairs, regardless of the general warranty on the equipment.

Atersa shall not be liable for any damages to persons, property or other losses or injuries resulting from a defect in the equipment or from the improper installation or use of said equipment. Atersa shall not, under any circumstances, be responsible for any incident or damage deriving from this equipment.

Certain countries, states or communities do not permit restrictions to the duration of an implicit warranty or the exclusion or limitation of accidental damages; therefore, the abovementioned limitations would not apply. In such cases, please enquire at the time of purchase; otherwise, this warranty shall apply under the terms described.

#### **Warranty Claim Procedure**

If you believe that the equipment does not function properly and it is still under guarantee, please contact your distributor or whoever sold you the equipment immediately, as this is the person who must process the claim. Before sending the equipment to Atersa, you must request a *return merchandise authorisation number* (RMA). Once the customer has received the RMA, he/she should send the equipment by prepaid post to Atersa for inspection and assessment.

Equipment returned without an *RMA* or collect-on-delivery shipments will not be accepted. Equipment without a serial number or whose label has clearly been tampered with will not be admitted under warranty. Atersa must be notified of any fault within 60 days from the date it is detected.

Where Atersa covers the transportation costs, claims for damages during transportation should be made to Atersa's SAT department no later than 24 hours after the order is received. If there is visible damage to the packaging, this must be stated on the transportation company's delivery note at the time of delivery and a copy must be sent to us along with your claim.

### Holding Time in Atersa Warehouses

The maximum holding time in our warehouses will be 2 months once the equipment has been repaired. After this time has elapsed, if the material has not been collected, ATERSA will charge a total of 5 euros per week to cover the equipment's storage costs and the customer will not be permitted to collect the equipment until the resulting storage costs have been paid.

#### **Dirección de envío Valencia**

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