

## **Accurate Controls Ltd - Warranty Statement** (Effective February 2013)

### Warranty Policy For Accurate Controls Products – Domestic UK Shipments

Accurate Controls Ltd warrants all Accurate products to be free from hardware defects in material and workmanship from the date of purchase throughout the duration of the warranty period. All Accurate products are warranted for the period specified on the product invoice, or according to negotiated, contracted terms and length.

**Note: All products are covered under a one-year, Return-to-Factory warranty only.**

Accurate products are products that bear the brand of Accurate Controls Ltd and not the brand or name or mark of another manufacturer. Accurate products are warranted directly by Accurate Controls Ltd.

The date of purchase will be determined by a valid proof of purchase which will be validated against the serial number product purchase history database maintained by Accurate. A valid proof of purchase must be machine printed on a business-class invoice form and include the following information:

- Name and address of company Accurate products were purchased from
- Purchase date
- All serial numbers of products purchased

During the warranty period, Accurate will, at its option, either replace a defective product with a new or refurbished product, or repair the defective product with new or rebuilt parts, at no charge except as stated below. The defective parts or products that are replaced become the property of Accurate.

### How To Request A Return Manufacturer's Authorization (RMA) Number.

To obtain warranty service, the customer must first request an RMA number from Accurate Controls Ltd before returning the defective product for service. Accurate can be contacted via the following methods:

- Web: [info@accurate-controls.ltd.uk](mailto:info@accurate-controls.ltd.uk)
- Phone: 0044 (0) 1202 678108

Defective products returned to Accurate without an RMA number will not be accepted or repaired. Once the RMA has been issued, the customer will return the defective product to Accurate for repair or replacement.

### Standard Warranty Limitations

This warranty does not apply to products damaged due to negligence, misuse, improper installation or abuse by the customer; water, fire, or other physical or liquid agents; acts of God; improper electrical power, power failures, power surges or other electrical problems; lightning or other storm conditions; excessive or inadequate heating or air conditioning; repair, modification, or installation of options or parts by anyone other than Accurate or any problems created by improper shipping or handling. This warranty shall also be invalid if the product's serial number has been removed, defaced or altered in any way.

ACCURATE's OBLIGATION IS TO REPAIR OR REPLACE THE DEFECTIVE UNIT. THERE IS NO WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THERE ARE NO OTHER WARRANTIES, EITHER EXPRESSED OR IMPLIED, EXCEPT AS EXPLICITLY STATED HEREIN. ACCURATE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR FOR ANY BREACH OF WARRANTY OR DAMAGES DUE TO NEGLIGENCE.

#### Warranty Exclusions

If a product is returned to Accurate and found to be damaged due to negligence, misuse, improper installation or abuse by the customer; water, fire, or other physical or liquid agents; acts of God; improper electrical power, power failures, power surges or other electrical problems; lightning or other storm conditions; excessive or inadequate heating or air conditioning; repair, modification, or installation of options or parts by anyone other than Accurate or any problems created by improper shipping or handling, the customer will be billed for the full price of the product, plus shipping charges.

#### Warranty Transfers

The unexpired term of this warranty may be transferred to a new owner upon the new owner's written request to Accurate Controls Ltd, 25 Cowley Road, Nuffield Industrial Estate, Poole, Dorset. BH17 0UJ . This limited warranty will not transfer to any new owner for Accurate products which have been salvaged and resold, or declared stolen by the original owner.

#### Warranty Policy For Non- Accurate Controls Products

"Non- Accurate Products" are products that bear a manufacturer name on the product other than Accurate Controls Ltd. These non-Accurate products are not warranted directly by Accurate. The Accurate standard warranty does not cover other manufacturers' products, components, accessories or software unless authorized in writing by Accurate.

#### Used / Refurbished Equipment

All used or refurbished equipment sold by Accurate is sold "As-Is", and no warranty is expressed or implied in any way unless otherwise stated on the invoice.

### **--- International ---**

#### Warranty Policy For Accurate Products Shipped To International Addresses

Standard warranty terms for international shipments are one-year Return-To-Factory service with the customer responsible for freight-in and freight-out.

#### International Transfers

Accurate will only ship RMA replacement products to the country that the original product was shipped to. This determination is based on the original Accurate invoice ship-to country.

For example: A product is shipped by Accurate to Company-A in the UK, then shipped by Company-A to a country in South America. Accurate will ship the RMA replacement product to Company-A (the company the product was originally sold to with a UK address). Company-A is then responsible to forward the RMA replacement product to its final destination, and for the return of the defective product to Accurate.