

# Warranty on Osstell products

## Terms & Conditions

### Limited Warranty

Thank you for purchasing this Osstell Product. To get maximum use of your new Product, we recommend that you follow a few simple steps:

- Read the user's manual.
- Read all the terms and conditions of your Osstell Warranty.

Save your original receipt. You will need it for warranty repair claims. Should your Osstell Product need warranty service, please contact the company where you purchased the Product to get further information.

### Our Warranty

Osstell warrants its Products to be free from defects in material and workmanship at the time of its original purchase by a consumer, for the periods indicated in the warranty table.

### What we will do

If, during the warranty period, this Product fails to operate under normal use and service, due to improper materials or workmanship, Osstell will, at their option, either repair or replace the Product in accordance with the terms and conditions stipulated herein.

### Conditions

1. The warranty is valid only if the original receipt issued to the original purchaser, specifying the date of purchase and serial number, is presented with the Product to be repaired or replaced. Osstell reserves the right to refuse warranty service if this information has been removed or changed after the original purchase of the Product from the dealer.
2. If Osstell repairs or replaces the Product, the repaired or replaced Product shall be warranted for the remaining time of the original warranty period or for ninety (90) days from the date of repair, whichever is longer. Repair or replacement may involve the use of functionally equivalent reconditioned units. Replaced faulty parts or components will become the property of Osstell.
3. This warranty does not cover any failure of the Product due to normal wear and tear, or due to misuse, including but not limited to use in other than the normal and customary manner, in accordance with Osstell's instructions for use and maintenance of the Product. Nor does this warranty cover any failure of the Product due to accident, modification or adjustment, acts of God, improper ventilation or damages resulting from liquid.
4. This warranty does not cover Product failures due to improper repair installations, modifications or service performed by a non-Osstell Service Point or Certified Service Centre or opening of the product by non-Osstell certified persons.
5. The warranty does not cover Product failures, which have been caused by use of non-Osstell original accessories.
6. The warranty covers freight charges up to 20 USD/ 14 € for end-users. For distributors – see your Osstell distribution agreement.
7. If fully functional Osstell products are sent to Osstell, Osstell has the right to charge for an investigation and handling cost.

Some countries do not allow the exclusion or limitation of incidental or consequential damage, or limitation of the duration of implied warranties, so the preceding limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other legal rights, which may vary from country to country.

If Osstell determines that damage/failure that exists is not covered by the warranty, the end user will be contacted to determine whether such damage/failure should be repaired for a charge or whether the Product should be returned to the end user as received. All associated transportation and handling costs are charged to the customer.

### International Service

Contact the company where you purchased the Product to get further information regarding the handling of service. In order to be granted service, you have to present your original receipt specifying the date of purchase and serial number.

### Warranty table

2 years



1 year



Disposable

