

## **PRODUCT LIMITED WARRANTY**

**(For products bought from DATA's official distributor)**

Dear customer, thank you for purchasing Data Technologies products. We are sure these products will improve your work environment and will contribute to your business results.

**Product:**

**Serial Number:**

**Date:**

### **A. Warranty Period**

Our products are warranted against defects in material and workmanship for a period of **One Year** from the date of purchase from distributor (invoice date), under normal use.

### **B. Warranty Liability**

1. This warranty is valid only to products which were directly purchase from DATA's official distributors. This Warranty may only be used by the original purchaser, and is non-transferable and non-assignable to any third party.
2. This warranty covers defects in manufacturing discovered only while using and maintenance the product as recommended by DATA. The warranty **does not cover** damage caused by misuse, abuse, unauthorized changes, modification or adjustments; unauthorized handling, operating the product outside the intended uses described by DATA, repair, cleaning, etc.; improper storage conditions; external causes beyond DATA's control, such as but not limited to: accidents, fire, burglary, fall, sand, dust, dirt, water, damp or corrosion, etc. The warranty does not cover repair or replacement of parts due to normal wear and tear.
3. Should the product fail to function, under terms covered by this warranty, your sole recourse shall be replacement as described above. DATA will not be held responsible or liable to you or any other party for any damages arising out of the use of or inability to use this product. Such damages include, but are not limited to: lost income and profits (actual or anticipated) or any other business related loss, lost savings, lost data, damage to other equipment, and any other incidental or consequential damages arising from the use, or inability to use this product. In no event will DATA be liable for more than the amount of your purchase price, not to exceed the current list price of the product, and excluding tax, shipping and handling charges.

By using the product the user accepts Data's Standard Terms and Conditions (<http://data-technologies.com/wp-content/uploads/2018/04/DATA-Standard-Terms-and-Conditions-100315-1.pdf>)

### **C. How to activate this warranty**

1. Upon purchase of the product, please register the item's warranty. Using the support segment of the DATA Internet website [www.data-technologies.com/warranty](http://www.data-technologies.com/warranty).
2. If the sales agreement **includes installation** by DATA's distributor's staff (not by video conferencing): DATA representative will be responsible for unpacking, set up and ensuring proper functioning of the machine. The set up will include initial training of customer's staff. Additional training of staff is not included in the terms of this warranty.
3. If the sales agreement **does not includes installation** by DATA's distributor's staff:
  - a. It is the customer's responsibility to open the box upon arrival and make sure the machine has arrived in operational mode. This is a precondition for warranty coverage.
  - b. Please verify the physical shipment condition by the "Visual Inspection Checklist" (attached hereby).

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**DATA Detection Technologies LTD.**

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- c. Please report any inspected damage within one week of receiving the machine, to support team at [www.data-technologies.com/warranty](http://www.data-technologies.com/warranty) . Failure to report damage within a week of receipt of the machine - will serve to acknowledge receipt of the machine in good physical order.

**D. How to obtain service under this warranty**

1. On discovering a defect, please notify DATA's distributor's from whom you bought the product, quoting product name, serial number, date of purchase and malfunction.
2. DATA's local distributor (or DATA's headquarters technical staff) will provide technical support by telephone/email/video. (Customer is responsible to provide adequate working conditions and operator support as may be requested).
3. Some of DATA's components are tagged with a "Do not open" patch. In the event that this patch appears to be damaged, the component will not be covered by any of DATA's warranty.

**E. Warranty coverage**

1. Replacement of defective parts.
2. Based on DATA's policy, if needed, labor costs to repair the part.
3. Shipping costs of the parts/machine sent back to customer (excluding import taxes, duties and VAT).

**F. Shipping**

1. Shipping the faulted part/machine to DATA will be made only after the support team issues a RMA form and the customer will send it back signed to DATA
2. Customer will make sure that the part or machine is packed in the best possible way (recommended in the original box).
3. All shipping costs to DATA location will be covered by the customer.

**G. Repair of products NOT under warranty**

1. DATA's local distributor will quote the repairing or replacement costs to customer (according to our spare parts and service price list).
2. All shipping costs will be on customer's account.
3. The work will proceed only after approval of RMA form by customer and payment made.
4. All shipping costs will be on customer's account.

**H. Warranty of spare / replaced parts**

1. Repaired or replaced products/parts under warranty - will continue to be covered under the original warranty period, or for a period of three (3) months, whichever is greater.
2. Repaired or replaced products/parts NOT under warranty - will be subject to the warranty period of 3 month. This warranty will be effective only if the customer had approved the machines operation (by email/phone to DATA's support team) – within 7 days from receiving the products/parts.