

Standard Warranty

Thank you for choosing DATA Detection Technologies Ltd. (“**DATA**”) products. We are committed to delivering high-quality products that enhance your work environment and contribute to your business success. This Standard Warranty outlines the terms and conditions of our warranty coverage for your reference.

1. Warranty Period:

Our products are warranted against defects in material and workmanship for a period of one year and one month from the original date of purchase (invoice date), under standard industrial use.

2. Warranty Liability:

This warranty is valid exclusively for products directly purchased from DATA. It is non-transferable and non-assignable to any third party.

The warranty covers defects in manufacturing discovered during the proper use and maintenance of the product as recommended by DATA. It does not cover damage caused by misuse, abuse, unauthorized alterations, modifications, adjustments, handling, repair, cleaning, improper storage conditions, or external factors beyond our control (such as accidents, fire, burglary, falls, sand, dust, dirt, water, dampness, corrosion, etc.). Furthermore, the warranty does not cover repair or replacement of parts due to normal wear and tear.

In the event that the product fails to function within the terms covered by this warranty, your sole recourse shall be limited to repair/replacement as described below. DATA shall not be held responsible or liable for any damages resulting from the failure of the product, including but not limited to lost income and profits (actual or anticipated), any other business-related loss, lost savings, lost data, damage to other equipment, or any incidental or consequential damages arising from the use or inability to use this product. Under no circumstances shall DATA's liability exceed the amount of your purchase price, not to exceed the current list price of the product, excluding tax, shipping, and handling charges.

By using the product, you accept and agree to be bound by DATA's Standard [Purchase terms and conditions](#).

3. Activation of Warranty:

Upon purchase of the product, the warranty information is automatically updated in our records.

If the sales agreement includes installation by DATA's staff or authorized distributor's staff (not via video conferencing), **DATAs'** representative shall be responsible for unpacking, setup, and ensuring the proper functioning of the machine. The setup process shall also include initial training of your staff. Please note that additional training of staff is not covered under this warranty.

If the sales agreement does not include installation by DATA's staff or authorized distributor's staff:

- 3.1 It is your responsibility to promptly open the box upon arrival and verify that the machine has arrived in operational mode. This is a prerequisite for warranty coverage.
- 3.2 Please inspect the physical shipment condition.
- 3.3 Any observed damage must be reported to our support team within one week of receiving the machine. Failure to report damage within a week of shipment receipt shall be deemed as an acknowledgment of receiving the machine in good physical order.

4. How to Obtain Service Under This Warranty:

In the event of discovering a defect, please notify DATA directly by contacting our support team at: Support@data-technologies.com quoting the product name, product serial number, and a detailed description of the malfunction.

We will provide technical support via telephone, email, video conferencing, or by dispatching our authorized distributor's technical staff (subject to the customer ensuring adequate working conditions and operator support as may be required).

5. Warranty Coverage:

This warranty covers only the replacement of defective parts.

During the warranty period, if a part is identified as defective, DATA will handle and cover the costs of returning the faulty item to its premises.

DATA will also bear the expenses for shipping a new replacement part to the customer.

The customer is required to pay for any taxes, customs duties, and VAT charges that may apply during the shipping process.

6. Shipping:

Shipping the faulty part/machine to DATA shall only be initiated after our support team issues a Return Merchandise Authorization (RMA) form, which the customer must sign and return to us.

The shipment of a new replacement part will be initiated only after DATA successfully receives and inspects the defective item that has been returned.

The customer is responsible for ensuring that the part or machine is packed in the best possible manner, following the recommended packaging guidelines provided.

All shipping costs to DATA location shall be covered by the customer.

7. Repair of Products Not Under Warranty:

Our support team will provide the customer with a quotation for repairing or replacing products not covered by the warranty, based on our spare parts and service price list.

The commencement of repair work shall proceed only after the customer's approval of the RMA form and the payment made. If the customer is required to ship the malfunction part back to DATA, the commencement will begin only after receiving such part at DATA, in addition to the RMA form and payment.

All shipping costs shall be the responsibility of the customer.

8. Warranty of Spare/Replaced Parts:

Repaired or replaced products/parts under warranty shall remain subject to the original warranty period, but not for a duration less than three months.

Repaired or replaced products/parts not under warranty shall be subject to a warranty period of three months.

Please review this Standard Warranty carefully. By using our products, you acknowledge that you have read, understood, and agreed to the terms and conditions outlined herein.

If you have any further questions or require assistance, please contact our support team at Support@data-technologies.com. DATA hereby reserves the right, at its sole discretion, to amend, modify, or revise this policy from time to time.