

**CEOTRONICS INC**

2133 Upton Drive  
Suite 126, PMB 513  
Virginia Beach, VA 23454

Phone 757 549 6220  
Fax 757 549 6240  
Toll free 877 523 7994

**Warranty Conditions of CEOTRONICS Inc.**

CEOTRONICS (hereinafter referred to as "CT") provides a worldwide 2-year Warranty on the product listed in the Quotation or Order Confirmation in accordance with these Warranty conditions. The 2-year Warranty does not apply to products for which a different Warranty period is specified under the product in the Quotation or Order Confirmation. For these products, the Warranty period specified in the respective Quotation or Order Confirmation shall apply. The warranty period shall begin on the date of the invoice.

The Warranty refers to the product being free of defects, including functionality, material or production defects, for its intended use.

Should a defect occur during the Warranty period, CT will, at its own discretion, provide one of the following services within these Warranty conditions:

- free of charge repair of the product or
- free replacement of the product with an equivalent product (successor/replacement product)

In the event of a Warranty claim, please contact the Warranty provider:

**CEOTRONICS INC**

2133 Upton Drive  
Suite 126, PMB 513  
Virginia Beach, VA 23454  
[sales@ceotronicsusa.com](mailto:sales@ceotronicsusa.com)

Warranty claims are excluded in case of damage to the product caused by:

- Wear and tear (abrasion)
- Use of force (e.g. use of force)
- Improper use or connection with or installation in non-suitable parts (e.g. parts that do not originate from CT or do not comply with the operating instructions)
- Chemical, electrochemical or electrical influences
- Harmful environmental conditions unknown to CT
- Changes made to the product without the consent of CT
- Attempts to repair on your own initiative or by persons and companies other than CT
- Defects caused by improper use (e.g. use of force), incorrect operation and negligent handling
- Non-compliance with the operating and maintenance instructions
- Failure to observe safety instructions
- Transportation
- Storage

Warranty claims are also excluded in case of damage to:

- Hygienic articles
- Batteries/accumulators
- Consumables

A prerequisite for claiming the Warranty service is that CT is enabled to check the Warranty case (e.g. by sending in the product). Damage to the product in transit must be avoided by using secure packaging. A copy of the invoice must be enclosed with the request for Warranty service so that CT can check whether the Warranty period has been observed. Without a copy of the invoice, CT can refuse to provide Warranty service. Further claims, in particular for damages of any kind, are excluded. Statutory mandatory liability remains unaffected by these Warranty conditions.