

## WARRANTY AND RETURNS



## 1. Warranty and returns

We recommend that after receipt of your order: check the status of the box, product, product manuals and accessories if any, and if you notice any anomaly or defect, please contact us immediately in order to communicate and record the occurrence.

The warranty of all products sold by us requires its correct use in accordance with the instructions, and do not contemplate incorrect application, misuse or different installation instructions.

This warranty covers replacement of defective manufacturing parts, as well as the respective labor for the repair and does not cover later damage.

Items must be returned in perfect condition, complete and properly packed in the original package and without any signs of actual use.

Any product that is returned without the original package, incomplete, damaged, or is worn beyond its simple opening, will not be refunded, or will only be partially refunded, depending on the conditions presented and after diagnosis by the technical department of WANO.

Cancellations or refunds do not apply in the situation provided by law, with regard to the supply of data recordings, audio and video recordings and computer programs to which the consumer has taken the tamper proof seal.

### 1.1. Not accepted:

- Returns of products whose seal of guarantee / security is ripped, cut or violated or products whose consumables are used and their respective container open or other conditions which make impossible their resale.
- Returns of products whose outer wrapping is torn or broken, a result of this product becomes unusable and cannot be sold again
- Software Returns (in any computer support) have either been purchased separately or belong to a set of a given, whose safety seal is damaged or broken.
- Exchanges of batteries, or any other consumable product concerned in the original packaging that has been opened or the protection has been violated.

If the product to be returned has any, it should also be returned in perfect condition and in their original packaging intact, if this does not occur, Itec will discount the value of the product to the amount to be returned to the customer.

The amounts of the return postage, if all the above conditions are fulfilled, will not be returned.

The refund amount will be carried out until 45 days after verification and acceptance from our services.

In case of cancellation of the order and it is already in distribution, Itec will have to ask the return of the order and only the amount initially paid less shipping costs will be refunded. The same applies if, by mistake or intent, the customer rejects the package when the carrier delivers it.

WANO will not accept product returns that are sent to be charged to our company.

In case of manufacturing defect, confirmed by technical assistance, the exchange will have place.

Only new products and complete (with accessories, manuals, etc...), returned in the original packaging and in the same condition in which they were acquired, fulfilling all the requirements of the conditions of return will be accepted. Only in this case a refund can be requested.

Customer must submit or send the document acquisition of equipment (Invoice, Sale document, Warranty, or any other document required).

## ☐ *Warranty and returns*

1.1.1. Only returns of products or parts will be accepted in the situations described below:

- Do not comply with the contract or have defects.
- That were damaged (not derived from external factors) during the warranty period
- Indicated as appropriate to the equipment and do not match
- They show signs of bad condition by incorrect or improper use or damage

For equipment where the warranty is 2 years, the maximum period of repair is 60 days. The guarantee does not affect the consumer's statutory rights under applicable national legislation in force, nor the consumer's rights in relation to the seller, resulting entity of the purchase agreement made consumer products. In the absence of applicable national legislation, this Guarantee will be the sole and exclusive remedy of the consumer. WANO shall not be liable for any incidental or caused by any breach of warranty of these products.

## 2. WARRANTIES OF PROVIDED SERVICES

### 2.1 Repair in the Warranty Period

Only will be performed a repair of equipment under warranty and without charge to the Customer under the following conditions:

- The equipment is within the warranty period stipulated by WANO
- The Customer submits or sends the document of the equipment purchase (Invoice / Receipt or Cash Sale).
- If the Warranty Certificate is presented, or any other document required
- The equipment meets all conditions defined and outlined in the Warranty Certificate.

### 2.2 The warranty does not cover:

- Periodic maintenance, repair and replacement due to normal wear
- The abnormal use or non-conforming products. Please read the user guide or instruction manual supplied with the product
- All kinds of consumables (components that may require their periodic replacement during the lifetime of the product) for example;
- non-rechargeable batteries, batteries, fuses, electronic circuits, etc.
- Parts that are considered of wear and tear
- Malfunctions due to the use of unsuitable accessories (cables, feeders, improper installation, etc.)

#### 2.2.1 The warranty does not cover damage or product defects as a result of, or caused by:

- External sources such as; accidents, external shocks, earthquakes, fire, chemicals or other substances, flooding, vibrations, excessive heat, radiation, electrostatic discharges including lighting, power surges, improper voltage supply or other electrical phenomena, etc.
- Use negligent or bad inconsistent tract with normal use
- Incorrect installation due to not be followed the manufacturer's procedures or inadequate tools or accessories are used
- Incorrect operation or treatment of the product that are not in accordance with the instruction manual or operation
- Infections by computer virus, installation and use of software not supplied or installed incorrectly
- Repair or attempted repair by persons or repair stations other than Authorized Service Technicians
- Use of accessories, peripherals and other equipment not compatible with the product or recommended standards
- Adjustments or adaptations without the previous consent of WANO



### 2.3 Repairs not covered by the Warranty Conditions

When the anomaly detected on the device is not covered by the Conditions of Guarantee will be made a budget that will be free, except in the following cases:

- When the diagnosis is made at the electronic circuit level.
- The equipment reveals traces of previous attempted unsolved intervention.
- Do not meet in its normal operation.

### 3. Warranty Repair

All repairs done in our laboratory or at home have a 90 day warranty (3 months) from the date of finalizing the service.

Technical interventions are performed by experienced technicians and the equipments tested with clearly defined professional and diagnostic protocols.

The warranty is valid only for the same type of damage reported and that gave rise to the previous repair.

The installed new components have 2 years warranty, unless otherwise stated.

All items supplied by WANO enjoy the guarantee for the product received

#### 3.1. The warranty of repairs do not cover the following conditions:

- Handling and improper use of the equipment, causing physical damage to it or damage the same.
- Damage due to external factors (Falls, neglect, lightning, power change, fire, flood, etc...), lose the warranty.
- Damage caused by transport made by the Client or third parties on their behalf.
- If the product has been subject to technical intervention, with hand labor and others parts outside WANO services.
- The previous repair has been performed on request by the client.
- Parts that have not been installed in our laboratory do not have any warranty, even if they are electronic or mechanical components.

## NOTES

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