

POLYTRON Guarantee

Your Guarantee

POLYTRON guarantees all products to be free from defects in workmanship or materials for a period of 2 years from the date of the original purchase. POLYTRON undertakes, subject to the conditions listed below, to have the faulty product (or any part(s)) repaired or replaced (at POLYTRON discretion) without any charge for parts or labour. POLYTRON reserves the right to replace a product with that of a similar kind and/or value and condition, where a model has been discontinued or is considered uneconomic to repair.

Conditions:

1. A statement detailing the fault **must** accompany the defective product. In the absence of this description of fault, POLYTRON reserve the right to refuse to provide free of charge service and the product may be returned at the customer's expense.
2. The product must not have been the subject of any modifications or alterations, unless authorised in writing by POLYTRON
3. The following are excluded from this guarantee:
 - a. Periodic maintenance and repair or replacement of parts due to normal wear and tear.
 - b. Damage resulting from:
 - 1) Repair done by the customer himself or by an unauthorised third party;
 - 2) Inadequate packaging or mishandling, when the product is in transit from the customer.
Please note that it is the customer's responsibility to ensure the product is adequately packaged when returning the product for repair.
 - 3) Misuse, including but not limited to (a) failure to use the product for its normal purpose or in accordance with POLYTRONs instructions for proper use, maintenance and storage, and (b) installation or use of the product in a manner inconsistent with the technical or safety standards in force in the country where it is used.
 - 4) Accidents, lightning, water, fire, improper ventilation, battery leakage or any cause beyond POLYTRONs control.
 - 5) Defects of the system into which this product is incorporated and/or incompatibility with third party products.
4. POLYTRON may not be held responsible for any losses or damages, whether direct, consequential or otherwise, save for the repair or replacement of the product.
5. Please backup any custom settings or data, as POLYTRON may not be held responsible for any alteration or loss to such settings or data.

In the unlikely event that a POLYTRON product needs service under this guarantee, please contact the dealer from whom it was purchased.