

# ***Repair Warranty***

## ***Terms and Conditions***

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Following a repair, each product is held to the highest standards and submitted for a thorough inspection before it leaves the factory. Any repaired or replaced internal component is covered for 6 months under warranty to guarantee customer satisfaction.

### **1. TERMS**

Each repair is performed in accordance with standard operating procedures before the device is returned to the customer. After the repair is concluded, the shipping date will be used as the starting point of the repair warranty.

### **2. COVERAGE**

#### **a. Internal Parts and Operation (100%)**

A component or function under repair warranty is covered for parts and functionality which includes device firmware malfunction, glitches or abnormality, incapability of the device to measure or measure within accuracy, and electronic disturbance or malfunction of electronic components. These above-mentioned items are fully covered by the repair warranty and may be upgraded, repaired, or replaced free of charge under this agreement. EZMetrology guarantees full functionality of each device in normal operating conditions. These conditions are described in the respective product manual. If the device is operated outside standard conditions, EZMetrology reserves the right to void the warranty.

#### **b. External Parts**

External parts such as protective cover, suction cup system, housing, battery, and charging system are not covered under any new warranty after repair. These items will only be partially covered under the framework and timing of the factory or extended warranty plan and the duration hereof. Please refer to our extended warranty or factory warranty documents for more information.

### **3. CLAIM AND SHIPPING POLICY**

To file a warranty claim, please contact EZMetrology via [support@ezmetrology.com](mailto:support@ezmetrology.com) with the serial number and a description of the claim. EZMetrology will issue a Return Material Authorization (RMA) number and document to reference the claim. Shipping instructions are detailed on the RMA form. Note that handling fees and shipping cost for a repair or warranty claim are not covered by this agreement. All logistics are under ex-works terms.

### **4. DOWNTIME PERIOD**

EZMetrology cannot be held responsible for a delay or financial loss due to the instrument not being in operation.

### **5. SYSTEM VERIFICATION**

Upon completion of a repair, the device will undergo performance validation to verify performance in accordance with standard operation. Repaired devices will only be released for return following the successful completion of performance verification and validation of the current calibration certificate.

## 6. RENEWAL CONDITIONS

The repair warranty cannot be extended. Only the factory or extended warranty can be renewed before reaching their respective expiration dates.

## 7. EXCEPTIONS

### a. Warranty Sticker

Each device comes with a tamper-proof warranty sticker. If the label is broken or missing, the warranty is voided and subject to cancellation.

### b. Water Damage

Inside each device is a water detection sticker that will be triggered when exposed to water or condensing conditions. In case of water damage, the warranty is voided and subject to cancellation.

### c. Electromagnetic Damage

Inside each device is an electromagnetic detector that will be triggered when the device is exposed to abnormal levels of electromagnetic fields. Upon observation of a triggered event, the warranty is voided and subject to cancellation.

### d. Instrument Usage

Excessive external damage and consecutive internal damage are subject to evaluation on a case-by-case basis. Failure to use the approved procedures and guidelines provided by the user manual, instructional videos, or other available documentation may result in the cancellation of warranty a claim.

### e. Replacement Kits

The replacement kits that EZMetrology offers for onsite maintenance performed by a customer are not covered by the warranty.

### f. Operator Training

It is the responsibility of the customer to ensure all operators are familiar with the devices and the mode of operation. EZMetrology will present an action plan for damage or warranty claims that clearly illustrate a lack of training.

### **President and Co-Founder**

Tom Van Esch



### **President and Co-Founder**

Carine Woldanski

