

## WARRANTY CONDITIONS BELINTRA

The warranty on the products of Belintra is 2 years on material and/or construction defects, provided the warranty conditions are met.

This warranty is a return warranty:

The defective product, as defined in the warranty conditions, will be repaired free of charge, including the labour costs of the technician and spare parts, after delivery at Belintra.

Transportation to and from Belintra is charged to and is the responsibility of the customer.

For any travel expenses of the technicians or for transporting spare parts a transportation fee will be charged.

The warranty is void if the customer has made changes himself to the product of Belintra or if repairs were carried out in a careless manner or by using parts that are not derived from Belintra.

Our warranty conditions apply for demonstrable material and/or production errors that occurred during the warranty period specified above. The warranty presupposes a free repair, i.e. repairing the device or replacing parts, such at the discretion of Belintra. Replaced parts and exchanged devices will be the property of Belintra if the warranty conditions apply.

The warranty does not apply for:

- Wear and tear or consumable parts (examples include tyres and batteries).
- Careless or improper use, damage caused by natural wear and tear, misuse, lack of maintenance, failure to observe the operating or assembly instructions or damage caused by alterations or repairs by unqualified persons
- An incorrect electrical connection by the user.
- Defects which are a consequence of an incorrect power supply.
- Defects that result from use of non-original parts and / or software.
- Defects caused by force majeure (e.g. war, threat of war, civil war, terrorism, riot, fire, lightning, water damage, flooding, work strikes, sit-ins, strikes, work to rule, in and import restrictions, government measures, defective machinery, disruptions in the supply of gas, water and electricity, transport problems and extreme environmental conditions in general).
- Defects caused by using the product for purposes for which it was not intended (improper use).
- Contact with aggressive substances.
- Products whose brand/type labelling and / or serial number, warranty - and void stickers are changed or removed.
- Products that have been marketed second hand.
- The declining capacity of batteries/accumulators.

Should it emerge during the inspection of the defective product that the defect is not covered by the warranty, Belintra will inform the user hereof and offer the opportunity to fix/replace the defective product at the prevailing rates. In a quote, an estimate will be provided of the repair/replacement costs involved.

If it emerges that a repair is impossible or economically unreasonable, Belintra reserves the right to offer an equivalent replacement device instead of repairing the defective device.

Other claims, such as nuisance or damage incurred as a result of the faulty device under warranty are excluded from the warranty.

Acts performed under the warranty shall neither give rise to an extension of the warranty nor to a new warranty period.

The warranty applies to the full range of Belintra except ICT equipment and pharmacy automation. Each time separate warranty conditions will be drawn up for both product groups.