



Service and Warranty

1.0: Within 14 days:

All parts have a replacement warranty of 14 days after arrival at customer !
During these 14 days any part will be exchanged to a new one in case of any failure which is caused by the product itself (see 5.0). It is highly recommended that the customer send the damaged part first back to the distributor and then the new part should be send out to the customer. The reason is that if we receive this part for repair and it is damaged due to wrong polarity, mechanical damage or modified by the customer, then we will charge the customer or distributor for the replacement part.

2.0: After 14 days and within 1 year:

Free of charge repair to any part. There is no direct replacement, but the customers can RMA the parts and the distributor send it back to us for repair. If not possible, then we will replace the part. We send back the repaired/replaced parts to the distributor and he can forward it to the customer. The customer or distributor has to pay for the delivery fees.

3.0: Over 1 year:

Any parts older than 1 year can be send back for repair. The repair fee and the delivery fee must be paid by the customer.

4.0: Replacement parts and repaired parts warranty:

Any replacement or repaired part will have a 1 weeks FOC replacement warranty. However, the 1 year warranty will be carried on from the date where the original part was purchased and is not renewed.

5.0: Exclusions:

- 5.1: Transport damage from distributor to customer.
- 5.2: Part is not returned to distributor.
- 5.3: Use of the parts outside of its intended use.
- 5.4: Damage resulting from incorrect wiring overvoltage, overloading and/or poor solder joints on connectors.
- 5.5: Modified or re-soldered parts. -> Inclusive main wires on sensors.
- 5.6: Mechanical damage. -> Crash ?
- 5.7: The warranty does not cover for any consequential damage.
- 5.8: Warranty is for original purchaser of the product only and is non-transferable.

6.0: How to claim warranty ?

Please inform us via email about the RMA and include the following info:

- 6.1: Part description and serial number.
- 6.2: Original or copy of the original sales receipt with date of purchase.
- 6.3: Customer name and email address, if further info is required.
- 6.4: It will be decided on case by case, if we send out replacement part ahead before we receive the damaged part for evaluation.