

GENERAL WARRANTY CONDITIONS AND PROLONGED WARRANTY

AUTOGARD spol. s r.o. (hereinafter called Manufacturer) provides two year limited warranty for its products.

The period of warranty shall start from the date of delivery of the product to the first buyer.

Under the condition of signing a Prolonged Warranty Period Contract with Manufacturer or a service company authorized by Manufacturer, prolonged warranty period will be applicable for the duration of such contract.

Warranty shall cover any defects that may occur during production, assembly and/or defective parts.

In the case that the product fails within warranty period and cannot be repaired or replaced on site, the time spent on the repair work is added to the warranty period. Repair time of the product is maximum 30 (thirty) days. This time starts from the date on which the faulty product or defective part is delivered to the manufacturer of the product.

Within the warranty period, if the product fails both because of general material and workmanship faults, it will be repaired without demanding any charge under any title such as workmanship charge, replaced parts charge, or any charge under any other name. The customer is responsible for paying shipment charges when sending the product or faulty parts to the Manufacturer. The Manufacturer will pay freight of the repaired or replaced items back to the customer. If the customer wants to get the parts via express delivery service, the cost will be customer's duty.

To benefit from warranty provided by these conditions customers are required to present the original sales invoice and both serial and service numbers of the product. If the customer fails to present the original sales invoice or both serial and service numbers, the Manufacturer reserves the right to treat the product as non-warranty product.

Warranty shall expire immediately under the following conditions:

- a) Expiration of general or prolonged warranty period
- b) Use of the product contrary to the operating conditions described in user manual
- c) Use of the product by plugging into inappropriate voltages or with faulty electric installation without the prior knowledge and written consent of Manufacturer
- d) Alteration or removal of the serial number
- e) Failure to pay for the product in a timely fashion

Warranty does not apply to:

- a) Loss or damage to the covered product while in the course of transit, delivery, or redelivery
- b) Loss or damage to the product due to improper storage
- c) Loss or damage to the product due to use of devices or accessories not approved by the Manufacturer
- d) Cosmetic defects or damage, breaks or scratches to the product exterior while in the customer's possession or defects that do not inhibit proper operation and performance of the covered product
- e) Repair or replacement due to failure to properly install, operate, maintain, or clean the covered product
- f) Repair or replacement due to vandalism, riot, or general environmental conditions, including but not limited to rust, corrosion or mold
- g) Any service request which results in customer education or no problem found

- h) Loss or damage caused by accidental or intentional physical damage, spilled liquids, insect infestation, misuse, abuse or service costs or damage caused by unauthorized repair personnel
- i) Theft and loss
- j) Damage caused by disassembly of the product
- k) Damage resulting from software virus; improper gas or water connections, or electrical wiring and connections in user environment; user facilitated minor adjustments and settings outlined in the product's owner manual; external antenna or local reception problems; inaccessible products or parts; negligence
- l) Failures due to dust, animal or insect damage; acts of God such as fire, water, windstorm, sand, dirt, hail or earthquake; civil disorders; nuclear accident
- m) Consumables
- n) Parts and components which are subject to normal wear and tear, such as but not limited to:
 - i. Fuses
 - ii. V-belts

Prolonged warranty (under Prolonged Warranty Period Contract) does not apply to:

- a) Items that are not covered by general warranty conditions
- b) Rollers, cutters and printheads of thermal printers
- c) Balancing springs of automatic barriers
- d) Products that are not listed in the Annual Maintenance Contract (integral to Prolonged Warranty Period Contract)

Final provisions

The Manufacturer reserves the right to interpret any terms and conditions set forth above in its sole and absolute discretion.

The Manufacturer reserves the right to change these terms and conditions from time to time without prior notice. Please refer to Manufacturer's official website for updated warranty and other applicable terms.