

## **Proel manufacturer's warranty**

Congratulations on your purchase of an EIKON product! We hope that your purchase is fully satisfactory and in line with your expectations.

In the unforeseen event that the product has a defect, please contact the retailer where you purchased it, or an authorized EIKON service center as a warranty assistance program is provided for the member countries of the EC community and for Extra EC countries.

### **Warranty coverage**

Proel offers its Customers a minimum of 24 (twenty-four) months warranty from the date of purchase for EIKON product line. It guarantees that the product is free from material defects and / or manufacturing defects, at the time of the original purchase date.

In the event of problems related to production and / or materials encountered during the warranty period, Proel ensures the repair or replacement of the product.

In case of repair, Proel will bear the labor costs and spare parts, while all costs related to the transport of the defective product will be borne by the Customer.

### **Warranty extension**

For some products, Proel offers an extended warranty. To be able to use it, the Customer must register the product within 6 (six) months from the purchase, in line with the applicable terms and conditions. In the absence of such registration, the warranty period remains limited to that set by the minimum guaranteed.

The extension of the guarantee is not transferable or in any way further renewable. The effective extension of the conventional guarantee runs from the day following the 24-month expiry of the conventional guarantee and it will be of 24 months (Twenty-four). In case of need of assistance during the warranty extension period, the intervention modalities will be the same contemplated during the period of the Conventional Warranty. The Warranty Extension Service is valid only for the product for which it was activated.

To register your product (as long as the warranty extension service is provided for the latter) and activate the warranty extension, click on the following link:

<http://www.proel.com/index.php?route=account/login>

### **Warranty conditions**

1. The product must have been purchased from an authorized EIKON dealer.
2. Proel will be entitled to decide whether to repair any faults or proceed with the replacement of the product. Proel will pay the costs of labor and materials in case of repairs.

This does not involve an extension of the warranty period, nor any refunds or reductions in the original purchase price. Proel cannot be held defaulting or responsible for damages or losses related to the repair or replacement of the product, nor are any other compensations expected.

3. In the event that Proel decides to replace the product, the replacement product must be identical, by type and / or value.

4. The transport of the product related to the warranty procedure is at Customer's charge.

5. This warranty does not affect the rights of the consumer, the legislation in force in the individual countries and the rights of the consumer against the dealer resulting from the purchase contract.

6. This warranty does not cover:

1. The defects caused by the normal wear of some components, such as transducers, mains filters, potentiometers, switches, connectors.
2. Damage or defects caused by improper use of the products, including use for purposes other than those envisaged or treatment contrary to the instructions indicated on the manual.
3. Damage or defects caused by improper installation or use of the product and / or in violation of the safety or regulatory standards of the country in which the product is used.
4. Damage or defects caused by failure to observe the service and maintenance instructions.
5. Accidental damage, natural events, lightning, liquids, fires, unsuitable ventilation, deposits of harmful substances or other risks that Proel is unable to foresee or prevent.
6. Repairs, technical modifications or maintenance operations performed by the Customer or by unauthorized third parties.
7. Packaging unsuitable for transportation to be borne by the Customer (it is the Customer's responsibility to make appropriate packaging for products sent for repair).
8. Packaging without accessories or other equipment supplied in the original packaging of the product.
9. Defects in the electrical systems to which the Proel product is connected and / or incompatibility with the products of other manufacturers.

### **Request for a warranty intervention**

1. Attach the proof of purchase or a copy of the original invoice or receipt to the defective product (proof of purchase must include the date of purchase, the product code and the name of the retailer). In the absence of a valid proof of purchase, Proel reserves the right to refuse the free warranty service and to return the product to the sender at Customer's charge.
2. Attach to the product a precise description of the problem.
3. There is no warranty if the serial number of the product has been altered, removed or made illegible.
4. The customer may decide to contact a EIKON reseller, authorized to distribute the type of product in question, or directly an authorized Proel service partner. All addresses are shown on the page:

<http://www.proel.com/index.php?route=locator/locator>

5. The warranty does not cover shipping costs or risks for products sent to an EIKON Support Partner.

### **Limitations and exclusions of liability**

Proel cannot be held responsible for material / immaterial loss or damages, such as loss of profits caused by product defects. Furthermore, Proel is not responsible for damages incurred during transport of the product from the retailer to the Customer. Proel offers no warranty for products not correctly maintained or where maintenance has not been performed by qualified personnel. Therefore Proel is not responsible for damages resulting from improper maintenance of the products.