

## Warranty

a) New equipment – manufacturer's warranty – 1 year

We commit ourselves, following the customer's notification, to return any call concerning the warranty within 24 hours, Monday through Friday, normal hours (excluding public holidays).

The manufacturer's warranty includes:

- Warranty is limited to repairs or replacement of components. It includes parts and labor, conditional to the evaluation by Quality NDE and/or manufacturer.
- Warranty begins upon delivery of the product to the customer.
- Return of the repaired equipment to the customer, paid by Quality NDE.

The warranty excludes:

- Damage caused by negligence, abuse, misuse or accident. Modification of the equipment or usage of the equipment for another purpose than intended by the manufacturer immediately terminates the warranty.
- Consumables such as, but not limited to, Eddy current probes, cables, light bulbs and various purchased pneumatic, mechanical or electrical items; which require periodic replacement due to normal wear and tear.
- Shipping and customs charges (if applicable) to Quality NDE and/or manufacturer.
- Insurance costs (if applicable) for sending the equipment to Quality NDE and/or the manufacturer.
- Travel expenses (if the product cannot be shipped).
- Operating and monetary losses.

b) Used equipment – 3 months warranty

We commit ourselves, following the customer's notification, to return any call concerning the warranty within 24 hours, Monday through Friday, normal hours (excluding public holidays).

The warranty includes:

- Warranty is limited to repairs or replacement of components. It includes parts and labor, conditional to the evaluation by Quality NDE and/or manufacturer.
- Warranty begins upon delivery of the product to the customer.
- Return of the repaired equipment to the customer, paid by Quality NDE.

The warranty excludes:

- Damage caused by negligence, abuse, misuse, accident or shipping damage. Modification of the equipment or usage of the equipment for another purpose than intended by the manufacturer immediately terminates the warranty.
- Consumables such as, but not limited to, Eddy current probes, cables, light bulbs and various purchased pneumatic, mechanical or electrical items; which require periodic replacement due to normal wear and tear.
- Damages incurred during assembly or maintenance, improper electrical hook up, black or brown outs.
- Shipping and customs charges (if applicable) to Quality NDE and/or manufacturer.
- Insurance costs (if applicable) for sending the equipment to Quality NDE and/or the manufacturer.
- Travel expenses (if the product cannot be shipped).
- Operating and monetary losses.