

Alfatron Electronics INC. (“the Company”)
Limited Product Warranty and Return Policy

Alfatron Electronics INC, offers an extensive Product Warranty to its customers and their customers. Alfatron Electronics INC, in its option and/or at its expense, will replace or repair products which are proven to be defective, as per the specific conditions listed below. This warranty does not apply to any failure or damage due to misapplication, lack of proper maintenance, abuse, negligence, improper installation, abnormal conditions of temperature, moisture, corrosive matter, alteration or repair by others in such manner that in Alfatron Electronics INC’s judgment, adversely affects the product. This warranty constitutes the sole and exclusive remedy of the Customer and exclusive liability of Alfatron Electronics INC and is in lieu of any and all other warranties, expressed, implied or statutory as to merchantability, fitness for purpose sold, description, quality, productiveness or any other matter. Under no circumstances, will Alfatron Electronics INC be liable for loss of use, profit or any other collateral, special or consequential damages. The Liability of Alfatron Electronics INC, if any, will not be greater than the actual purchase price of the product, under which the claim is made.

1. Warranty Period

The limited warranty of Alfatron Electronics INC products are valid for 7 years, from the date that is stated on the invoice, unless stated otherwise, per product category. Batteries carry a 2 year warranty.

2. Returns Procedure

- a) An email is to be sent to Alfatron Electronics INC indicating the intention to return a product, including the reason for the return
- b) Alfatron Electronics INC will evaluate the request within 24 hours.
- c) Should the return be approved by Alfatron Electronics INC, the customer would be required to return the equipment, together with all of its original accessories and packaging,. All returned stock needs to be in its original condition.
- d) Returns are to be shipped at the customers expense.

Defective Goods:

Defective goods are those that were found to have a defect after being supplied by Alfatron Electronics INC. A defect means that the equipment does not perform according to the stated technical specifications, as per the relevant Alfatron Electronics INC brochure, or was manufactured using materials, components or workmanship below an acceptable standard. Alfatron Electronics INC must prove that the equipment is defective. The return of defective goods is covered by the Alfatron Electronics INC warranty, which is issued with the equipment. The Customer must immediately contact Alfatron Electronics INC within thirty (30) days of the date stated on the invoice, if it is discovered that a product is defective.

All returns must be shipped freight pre-paid by the customer.

4. Unsuitable Goods:

A Customer must return unsuitable goods within fourteen (14) days of the date stated on the relevant invoice. Returned goods need to be in full packaging and be in a re-sellable condition. Alfatron Electronics INC reserves the right to refuse the return of the equipment from the Customer.

All returns must be shipped freight pre-paid by the customer.

5. Refund of Price on Unsuitable Goods:

5.1 Alfatron Electronics INC will refund the full price of any unsuitable goods, returned in its original unopened packaging.

All returns must be shipped freight pre-paid by the customer

5.2 For opened goods, Alfatron Electronics INC may deduct or charge a reasonable amount for any use of the goods, plus certain costs necessary for repackaging and restocking. These costs are usually up to 25% of the cost of the goods, plus admin and handling fees of \$10.

All returns must be shipped freight pre-paid by the customer.

6. Chain of Custody.

The chain of custody for warranty claims and submissions must be validated.

Alfatron Electronics INC extends this warranty to the Company's customer and their customer.