

General warranty and repair conditions.

Warranty

Spherag Teck IoT S.L. products, Avenida de Gómez Laguna, 25, Planta 10, Oficina 1B, 50009 Zaragoza, guarantee to be free of defects in material and workmanship for a period of **one year** from the date of purchase. The warranty covers the repair, or replacement if necessary, of the faulty equipment at our Spherag Teck IoT S.L. facilities, where the equipment requiring intervention should be sent.

No repairs or replacements are made "in situ" and the warranty does not cover shipping costs.

This Limited Warranty applies only to physical items purchased through the website or from one of SPHERAG TECK IOT S.L.'s authorized distributors or retailers.

This warranty does not apply to any equipment not used and installed correctly and strictly in accordance with the Installation Manual. Any battery discharge caused by improper installation is not considered a manufacturing defect. Likewise, battery replacement is not contemplated if the battery is not replaced by the official Spherag Teck IoT S.L. Technical Service.

Likewise, the warranty does not cover any battery discharge or anomaly in the operation of the device due to its installation in locations with low or no coverage.

The warranty also does not apply for failures caused by inclement weather, such as lightning or damage due to exposure to temperatures outside those indicated in the technical specifications of the equipment.

SPHERAG Teck IoT S.L. is not responsible for indirect, accidental, malicious or negligent damage or theft in connection with the use of the equipment. To make use of the benefits of the warranty, customers must return the defective units together with the invoice or purchase receipt from the authorized SPHERAG dealer.

Compensation for direct and indirect damages caused by the use of equipment or accessories manufactured by Spherag Teck IoT S.L. is excluded from the warranty.

SPHERAG reserves the right to alter, modify or redesign its products, pricing and warranty at any time without creating a liability for obsolescence of customers' inventory of such parts or products.

This manufacturer's warranty policy may apply differently in different countries.



Returns

No returns of material will be accepted after **one year** of its sale. Credits will only be made in the case of unused programmers or sensors. Software options will not be credited.

Repairs and extensions

Equipment to be repaired or upgraded must be sent to our facilities sufficiently protected, and with the return form duly completed.

We do not accept material received freight collect.

In case the customer requests a repair estimate, this will always be approximate, and we will not be responsible for any possible difference in cost that may occur. The repair will not be carried out until we have the customer's acceptance. If no response is received within three months, the material will be returned to its sender, without repair.

If after evaluating the equipment sent, the technicians decide that the material is irreparable, the customer will be informed and it will be returned as soon as possible.

In no case will we keep material from our customers for more than three months after receipt. If we do not hear from the sender within this period, the material will be disposed of in the most appropriate way.

The extension options to be applied to a device after its sale will be associated with a programming of the device and its corresponding invoice if necessary.

All information contained in this document is only an excerpt from the warranty conditions of Spherag Teck IoT S.L. The currently valid warranty conditions can be viewed and the complete warranty conditions can be accessed at <https://www.spherag.com/>.