

## WECO WARRANTY PROCEDURE

**1.** A warranty claim needs to be registered and approved for return to the service centre.

Most claims can be dealt with quickly on the phone or via email. At this stage, the serial numbers and batch numbers/production date are required, as the product may not be covered by any warranty. It is important to establish this fact before any additional and unnecessary costs are incurred by both sides. Equally, a verbal description or emailed photo of the product may indicate that it is not covered by any warranty (visible physical damage, water damage, etc).

**2.** If the product may possibly be covered by warranty, the customer will be notified of the visual inspection charge, in case of warranty and non-warranty. The customer will also be informed about possible further inspection and repairs charges that the procedure might incur. If the customer accepts the visual inspection charge, a P/O number is required for the customer to cover the visual inspection charge and all possible inspection and test costs. A materials return number is then issued in the format 'R18A.A001' or similar. The customer must then return the product to the relevant test centre for processing.

**3.** Once the materials arrive in the service centre, a visual inspection is required to establish if the materials are covered by warranty and if any further tests are required. This preliminary test includes a visual analysis for any signs of damage or visible water ingress. The customer will then be advised on the results of the initial inspection.

- **3.a** If the material is clearly under warranty, it is replaced at no cost to the customer.
- **3.b** If the material is found to be working correctly, the customer will be charged for the visual inspection.
- **3.c** If the customer requires further testing of the material, please proceed to Point 4.

**4.** The material is then fully tested (under power for 24-72 hours, if required) and the customer is advised of the test results.

**5.a** If the material is covered by the original warranty, it is replaced at no cost to the customer.

**5.b** If the material is found to require repair that lies outside the scope of the warranty, the customer is then advised of the estimated costs. Written approval is required from the customer in order to begin product repairs.

**5.c** If the material is not under warranty, then all unnecessary inspection and test costs are invoiced to the customer, quoting the relevant P/O number.

**6.** Under no circumstances is WECO liable for any consequential costs, damages and/or claims incurred by the customer.

WECO's warranty covers the ex-works replacement of material only.  
Labour, transport and any other direct, indirect or legal costs incurred are specifically excluded.