

## Warranty & Returns

Unless otherwise agreed, we the Supplier warrants that, as from the date of delivery for a period of 12 months, the goods and all their component parts, where applicable, are free from any defects in design, workmanship, construction or materials.

We the Supplier warrants that the services undertaken shall be performed using reasonable skill and care, and be of a quality conforming to generally accepted industry standards and practices.

Except as expressly stated, all warranties whether express or implied, by operation of law or otherwise, are hereby excluded in relation to the goods and services to be provided by the Supplier.

All warranty services are provided on a return to base basis. Any transportation costs for the return of a warranty claim shall reside with the Customer.

Should a Michell Instruments Ltd product malfunction within the warranty period, the following procedure must be completed:

1. Notify a Michell Instruments Ltd distributor, giving full details of the problem, the model variant and the serial number of the product.
2. If the nature of the problem indicates the need for factory service then the instrument should be returned to Michell Instruments Ltd, carriage prepaid, preferably in the original packaging, with a full description of the fault and the customer contact information.
3. Upon receipt, Michell Instruments Ltd will evaluate the product to determine the cause of the malfunction. Then, one of the following courses of action will be taken:
  - If the fault is covered under the terms of the warranty, the instrument will be repaired at no cost to the owner and returned.
  - If Michell Instruments Ltd determines that the fault is not covered under the terms of the warranty, or if the warranty has expired, an estimate for the cost of the repairs, at standard rates, will be provided. Upon receipt of the owner's approval to proceed, the product will be repaired and returned.

Michell Instruments Ltd

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