

**These General Warranty Condition apply to the all products and customers of Lartet, except when exist a Contract or written agreement that are applicable.**

#### 1.- CONDITIONS

The warranty of Lartet products is 24 months since the expedition date, except if exist another written agreement. The warranty is not prolongable after that time even in case of reparation or substitution.

Warranty supports any production defect or component malfunction, as long as the client has observed the proper handling, use and maintenance conditions. Warranty does not cover wear and tear and/or misuse.

The warranty will not apply on products manipulated/opened by the customer or third parties.

Warranty application is decided by Lartet After Sales Service. Warranty applies at our installations in Granollers Spain.

Lartet is committed solely and exclusively about the technical specifications published for each product.

It is the customer responsibility to assure that Lartet products met its own specifications and requirements and also that is applicable to its equipment and installations.

The installation, start up and configuration of each display is customer responsibility and is not included in the sale price, except agreement prior to delivery.

The displays are tested and validated using the test Lartet test protocols, done at our installations.

All additional tests must be agreed in advance and costs will be charged to the customer.

Repaired products (outside warranty period) have 3-month warranty from the devolution date, exclusively for the repair performed.

#### 2- AFTER SALES.

Lartet After Sales Services takes care of warranty, repairs and the maintenance contracts of the Lartet services and products. After Sales will give the best possible service to assure the customer satisfaction and the best use and life of the products.

Any failure claim, product return or service must be requested in written to e-mail [taller@tetralec.com](mailto:taller@tetralec.com) including the product model, serial number, defect description and the person, telephone number and contact e-mail.

From this information and in 48h, After Sales will decide the process to follow and will notify it to the client by written.

All product return must be previously agreed.

No claims will be accepted outside this requirement.

The product devolution shall be done using the original packaging or in its absence in another that guarantees the absences of damages during the transport. These defects, if occurs, won't be covered by the warranty. The same incoming packaging will be reused by Lartet to return the display to the customer.

The product or equipment to repair must be sent to Lartet transport paid accompanied by a delivery return note, to our premises in Granollers, indicating clearly "To After Sales attention".

Upon receiving the product and within 72 working hours, After Sales will decide if warranty applies or not, informing the customer about the problem found and the reasons of the decision.

If warranty applies, the product will be repaired or replaced, without any cost for the customer and will returned transport paid inside the peninsular Spanish territory. Outside of this area the conditions must be previously agreed.

If the warranty does not apply, After Sales will send to the customer a "repair budget", indicating the price and delivery time:

- The customer will accept the budget sending a P.O.
- If the customer rejects the budget, 85€/equipment will be charged to the customer, prior to return the product by postage due.
- After 180 days without answer the product will be recycled.

To the customer request, After Sales can configure the displays. For it, it's necessary that the client give all the needed information and possible transport expenses. A 75€ fee will apply.

When a maintenance contract is in force, the stablished conditions will be applied.

Please, download from our website the datasheets, FAQs, manuals and programs applicable.