

PRODUCT WARRANTY CONDITIONS

1 Product Warranty

FOR THE END CUSTOMER: The product is covered by a warranty for a period of 24 months from the date of purchase, as proven by a valid fiscal document issued by an authorized reseller or the manufacturer, indicating the seller's name and the date of sale. To activate the warranty, the product must have been paid for regularly according to the supply contract terms, and the warranty certificate must be kept along with the fiscal document indicating the product details. Both documents must be presented in case of technical service by SP Electronics, which the consumer must contact directly. Shipping costs for the material to be repaired at the SP Electronics headquarters are the responsibility of the customer.

FOR THE RESELLER: The product is guaranteed for a period of 12 months from the date of purchase, as proven by a valid fiscal document issued by the manufacturer, indicating the seller's name and the date of sale. To activate the warranty, the product must have been paid for regularly according to the supply contract terms, and the warranty certificate must be kept along with the fiscal document indicating the product details. Both documents must be presented in case of technical service by SP Electronics, which the reseller must contact directly. Shipping costs for the material to be repaired at the SP Electronics headquarters are the responsibility of the customer. Additionally, the reseller is legally obliged to provide the end customer with an additional 12-month warranty, proven by a valid fiscal document issued by the same reseller.

GENERAL WARRANTY CONDITIONS: SP Electronics undertakes to replace or repair defective parts due to manufacturing defects free of charge, with no cost to the consumer. The warranty does not cover damages caused by negligence or improper use of the product (e.g., failure to follow instructions), incorrect installation, maintenance, or modifications made by unauthorized personnel, damage during transportation, or circumstances not attributable to manufacturing defects. Also excluded from the warranty are interventions required for reinstalling the product or restoring it after tampering by the user. Breakdowns caused by impact or parts subject to normal wear and tear (such as screws, springs, mounts) are also not covered. This warranty certificate is valid only if the product is sold and used in Italy, including the Republic of San Marino and Vatican City. The warranty does not, under any circumstances, provide for the replacement of the entire product. Warranty service requests will be handled as promptly as possible, depending on organizational needs. However, the manufacturer cannot be held liable for any delays in service execution. The consumer must ship the product to SP Electronics at their own expense, where it will be verified if warranty conditions apply. If confirmed, the repaired product will be returned with no additional shipping costs. The manufacturer declines any responsibility for damage to persons, property, or animals resulting from failure to follow the instructions contained in the manual, particularly regarding the installation and proper use of SP Electronics products. In case of repairs at the SP Electronics service center, transportation risks are the user's responsibility, both for shipping and collecting the product at our location. For any disputes, the court of jurisdiction is Vicenza.

THIS WARRANTY CERTIFICATE REFERS TO THE CONVENTIONAL WARRANTY CONDITIONS BETWEEN THE MANUFACTURER AND THE CONSUMER AND DOES NOT AFFECT THE RIGHTS UNDER THE EUROPEAN WARRANTY 99/44/EC AND APPLICABLE ITALIAN LEGISLATION.

2 Exclusion from Warranty

The warranty does not cover products that show:

- **Damage from falls**
- **Tampering by the user**
- **Damage caused by fire and/or heat beyond the limits stated in the user manual**
- **Electrical damage due to incorrect installation**
- **Mechanical damage due to incorrect installation**

The manufacturer and its suppliers assume no responsibility towards the buyer or third parties for any damages, expenses, loss of profit, or any other type of damage arising from the improper use of the product.

3 Warranty Repair Management

- Shipping costs for the material to be repaired at the SP Electronics headquarters are the customer's responsibility.
- The material sent will be subject to technical checks, provided it is intact in all its parts and accompanied by the relevant purchase invoice attesting to the validity of the warranty.
- Material that arrives lacking even one of the required documents will not be accepted and will be returned to the sender at their own expense.
- SP Electronics will cover the shipping costs for the repaired material. SP Electronics reserves the right to decide whether to repair or replace the product.

4 Out-of-Warranty Repair Management

- Shipping costs for the material to be repaired at the SP Electronics headquarters are the customer's responsibility.
- Labor costs for the repair will be calculated based on an hourly rate of €60/hour. In the case of partial or total replacement of the product, the cost of spare parts will also be added.
- Shipping costs for the repaired material will be borne by the customer.
- SP Electronics reserves the right to decide whether to repair or replace the product.

5 Returns Management

- Returns will be accepted within no more than 10 days from the date of shipment or invoicing (if they coincide).
- SP Electronics reserves the right to accept or reject the return after verifying the product's integrity.

6 NOTES

- SP Electronics reserves the right to modify the conditions stated in this document at any time and without notice. The total or partial reproduction of this document, either in Italy or abroad, is prohibited.