

Guarantee Terms and Conditions - MOFLON

Slip Rings manufactured and supplied by MOFLON TECHNOLOGY CO., LIMITED, are guaranteed against material or manufacturing faults for the duration of the guarantee period (Manufacturer's Guarantee), subject to the following terms and conditions:

- a. The product must be directly purchased from MOFLON or MOFLON Sales Representative.
- b. The product must be correctly installed and commissioned in accordance with the installation instructions for your product and must meet the requirements of the Benchmark initiative if applicable.
- c. The Products ID of slip rings products could be correct and validated.
- d. The guarantee period will commence from date of dispatched.
- e. The guarantee period for your product/component will vary depending on its type. To confirm the guarantee period applicable to your product, please visit our website at <http://www.MOFLON.com/service.html>
- f. The product must be maintained in accordance with the manufacturer's user instructions and serviced annually, Proof of servicing may be required to
- i. During the guarantee period any product or component which is proved to be faulty or defective in manufacture, will be repaired or replaced free of material and labour charges, providing that we have authorised or carried out the repair or replacement.
- j. We will not accept or reimburse the costs of any third party who undertakes any work carried on the product or fits parts, unless we have approved such work in advance of it being carried out.
- k. The guarantee period will not be extended even if we repair or replace any product or part.
- l. If we replace any component or product, the part or product removed will become our property.
- m. Any claim made under the terms and conditions of this guarantee must be made within the guarantee period.

n. You must comply with our service engineer appointment terms and conditions if an engineer needs to attend.

o. The Manufacturer's Guarantee does not apply to:

- Damage caused by faulty installation, theft, tampering, neglect, misuse, accident, fire, flood, explosion, lightning, storms, frost or other bad weather conditions;
- Damage caused by the non-observance of the manufacturer's user instructions;
- Damage to the system as a result of scale;

MOFLON TECHNOGLY CO.,LIMITED

- Telephone calls to may be monitored or recorded for quality assurance and training purposes. You can call 086-0755 3358 2126, (open 7am–8pm Mon-Fri, 8am-5pm Sat, 9am-12pm Sun and 8am-4.30pm on bank holidays.).

Customer Service

- MOFLON self on delivering the highest possible standards of customer service at all times. If you feel that we have fallen below these standards then please email us at services@moflon.com.