

WARRANTY TERMS

All instruments manufactured by MAE are warranted by the manufacturer to its customer against defects occurring in the manufacturing process, subject to the terms and conditions as stated in this Certificate.

MAE manufactures scientific instruments whose misuse is potentially dangerous. The instruments are intended to be installed and used only by qualified personnel. MAE warrants its products to be free of defects in material and in the working process, under normal use and service, for a period of 12 months from the date of shipment. There are no warranties except as stated herein.

The warranty only covers defects as specified herein and does not include defects or damages attributable to installation, misuse or normal surface weathering, or defects or damages caused by accidents or fire or other casualty or Acts of God, or any other causes or occurrences beyond the manufacturer's control.

However the warranty is void if the unit/s show evidence of having been tampered with or show evidence of being damaged as a result of vandalism, excessive corrosion or current, heat, moisture or vibration, inappropriate use, improper specification, misapplication, misuse or other operating conditions outside of MAE control.

Every precaution for accuracy has been taken in the preparation of the manuals and/or software, however, MAE neither assumes any responsibility for any omissions or errors that may appear nor assumes liability for any damages or losses that result from the use of the products in accordance with the information contained in the manual or software.

The warranty is not applicable to moving mechanism, fuses and batteries. Components which wear or which are damaged by misuse are not warranted. Equipment provided, but not manufactured by MAE, is warranted and will be repaired to the current terms and conditions of the respective manufacturers.

Warranty claims must be received by MAE within the applicable warranty period and within thirty (30) calendar days from the cause for the claim occurred or was discovered. Upon receipt of prompt notice of a warranty claim MAE, shall have ten (10) working days in which to determine whether it acknowledges responsibility for any asserted defects in material or workmanship and the appropriate action to be taken.

In order to require the goods replacement under warranty, the customer shall request the MAE the authorization to return the Products and the associated "RMA" code by sending an email to support@mae-srl.it

Defective instruments must be sent to the factory. Under all circumstances, the shipment cost of the goods shall be paid by the customer.

MAE offers a "Customer Service" in order to satisfy the requests of our customers. Only for the parts substituted during repair, the warranty ends after 12 months from the shipment of the repaired goods. MAE in no event assumes any liability for repairs or alterations made by other than MAE or its authorized Service Centres. Any repairs without the express written consent of MAE, shall render this Limited Warranty invalid.

This Limited Warranty and any claims arising from the breach of warranty, or any other claim arising hereunder, shall be governed and construed under the laws of the State of Italy. No other persons than MAE employees have any express or implied authority to bind MAE to any agreement or warranty of any kind without the express written consent of MAE.

Limitation Of Liability:

It is understood and agreed that manufacturer's liability, whether in contract, in tort under any warranty, in negligence or otherwise, shall not exceed the return of the amount of purchase price for the defective item paid by purchaser and under no circumstances shall seller be liable for special, indirect or consequential damages. MAE in no event assumes any liability for damages to people or things caused by bad functioning of his equipment.

MAE is not responsible for any damages or losses caused to other equipment, whether direct, indirect, incidental, special or consequential which the purchaser may experience as a result of the installation or use of the product. under no circumstances will MAE reimburse the claimant for loss incurred in removing and/or reinstalling equipment. The customer has not the right to be refunded and the payment will not stop.