



## **PENSI WARRANTY TERMS AND CONDITIONS**

1. These terms apply to all Pensi products and accessories sold by Pensi Rescue Oy, unless otherwise agreed in the mutual contracts.
2. The recipient shall inspect the goods thoroughly immediately upon receipt and notify the seller of any defects within a reasonable time of noticing the defect or from when the defects should have been noticed. The defect notification must always be made within two (2) weeks of defect recognition.
3. The warranty period is one (1) year. The warranty applies to any manufacturing, assembly or material defects in the products supplied by the seller. The seller may, at their discretion, repair and/or offer compensation for the product or part of the product they have deemed faulty. The seller shall be liable for damages which have been proved to be caused by a defect in the product or the seller's breach of contract only up to the limit of the price of the purchase paid by the buyer. The warranty does not cover the natural wear and tear of materials.
4. No modifications shall be made to the products without the prior consent of the manufacturer. Only accessories, equipment or spare parts approved by the manufacturer shall be used.
5. The manufacturer shall not be held liable for damage caused by incorrect use of the product, failure to follow the handling and operating instructions, improper storage, deficient maintenance, modifications made without the prior approval of the manufacturer, failure to use spare parts other than those approved by the manufacturer, traffic accidents, or any other reason whose cause the manufacturer cannot investigate. Furthermore, the manufacturer shall not be liable for any damages caused by overloading the product. The warranty shall not cover lay-days, other indirect expenses or damages, wear parts, shipping costs, daily allowances or travel expenses.
6. If a defect which occurs within the warranty period is repaired by an external party, the manufacturer shall be liable for the costs only if this is expressly agreed with the manufacturer in advance.
7. Compensation is paid once the defective product or its damaged part has been delivered for inspection to the factory or it has been examined by the manufacturer's representative and the defect has been found to be covered by the warranty. A written report on the type and cause of the defect and a document showing the delivery date of the goods to the recipient must be included in the return delivery.
8. A document with the date of purchase is a requirement for receiving warranty service and must be presented with the notice of defect.
9. Terms of return
  - Any product returns must be agreed with the seller. Goods returned without a prior agreement are not refunded.
  - The goods must be returned within a reasonable time, but no later than one month of the date of delivery or the date the defect was discovered.
  - The goods must be returned to the seller's storage facilities in Sastamala (Finland).
  - Returned goods must be in the condition they were delivered in, in order for the seller to accept and reimburse the goods.
  - A document showing date of purchase must be included with the returned goods.
  - All shipping costs related to the product return must be paid at the dispatching location.