

BIOCONTROL WARRANTY AND REPAIR REGULATIONS

This document describes the BioControl Warranty and repair Regulations per 1st June 2024 and completely replaces all previously released versions and agreements.

1. Warranty

- All BioControl manufactured electronic products have a warranty of 18 months from **manufacturing date**, in respect of hidden defects and/or manufacturing or material faults.
- Mechanical or electro-mechanical parts carry a warranty of 12 months after their **manufacturing date**.
- Batteries carry a warranty of 6 months after the manufacturing date of the end-product in which they are integrated.
- All products not manufactured by BioControl carry the warranty provided by the manufacturer.
- No warranty will be given in case of:
 - Water damage, unless properly used and installed according to specifications and instructions;
 - Lightning;
 - Detectable improper use;
 - Items repaired by unauthorized third parties;
 - Not properly packed;
- No warranty will be given on parts or materials, particularly mechanical parts and/or materials, which are subject to wear and tear brought about by their normal use

2. Repair

- The following regulations apply:
 - Repair until 5 years from production date;
 - Investigation/repairs will be charged at € 75,00 per worked hour;
 - Repair material will be charged;
 - Warranty on repair is 6 months;

3. Condition of forwarding return parts

- All parts/goods need to be clean and free of any organic material, such as manure or remains of milk.
- All parts/goods have to be packed in a good and solid way.
- Shipping by paid freight to BioControl. BioControl will pay for return shipment, which takes place under the condition "D.D.U." and through a shipping-agent of BioControl choice. On request, special services can be arranged, provided that the receiver of the goods accepts all charge

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