

GUARANTEE CERTIFICATE

1. All products distributed and produced by Multiconn S.r.l. are guaranteed to be without defects in materials of manufacture. In the unfortunate case in which the product does show manufacturing defects (conformity defect), the company hereby undertakes to repair or replace all broken parts and to correct all problems caused by manufacturing defects. Multiconn S.r.l. reserves the right to use new or reconditioned parts for re-assembly whose parameters and performance are the same as new parts or any remedy available at its own discretion and unchallengeable judgment.
2. Any form of assistance, repair or replacement not covered by Multiconn Guarantee, will be subject to the conditions and rates applied by the authorised Multiconn Service Centres.

LIMITS and EXCLUSIONS

3. Products will be Guaranteed to end-user for a period of 12 months from the date of sale with the exception of the following causes:
 - 12 months for those electronic and mechanical parts subject to wear and tear
 - 0 months for the product's internal batteries (e.g. remote control, etc.);
 - 12 months for used or reconditioned products;
4. The Guarantee will be considered NULL AND VOID in circumstances when the product has been tampered with (closing seals), it has been incorrectly used, installed or connected or it has been subjected to abuse, negligence or damage deriving from accidental causes, liquids, steam, natural events, incorrect transport procedures, physical breakages or problems given by car electro-appliances or electrical interferences or overvoltage.
5. The Guarantee will be deemed NULL AND VOID in circumstances where the serial number of the device has been altered or removed, or where the cabling supplied with the product has been modified or tampered with.
6. The guarantee will only cover the repair or the replacement of the defective product including by-products having similar characteristics in the unchallengeable judgment of the company. The failure to produce the Guarantee Certificate or the invoice evidencing a valid purchase will result in the cessation of any obligation to provide any type of assistance or Guarantee.
7. The Guarantee will be deemed to be NULL AND VOID in circumstances where the product is used for industrial, commercial or professional purposes.
8. The Guarantee will be deemed to be NULL AND VOID in circumstances where the product is tampered or repaired by un-authorized people.
9. The purchase will not be covered by the rights provided for under Article 1519-quater, paragraph 2, if the conformity defect is not reported to Multiconn S.r.l. within the time limit of 2 months from the date of purchase on which the defect was discovered.
10. A small conformity defect will not give the Consumer the right to demand the rescission of the product sale contract.
11. Multiconn S.r.l. hereby undertakes that the repairs or replacements will be affected within an appropriate time limit from the request and that they will not cause significant inconvenience to the Consumer, taking account of the nature of the goods and the purpose for which the Buyer has purchased them.
12. The Buyer will not be entitled to ANY compensation for the time taken for the repair or replacement of the product.
13. The Buyer will in no circumstances be entitled to claim compensation or indemnities of any kind for expenses or direct or indirect damage consequential to the use of the product or, in any circumstances, from the loss of data, damages occurred to the audio-video supports or for any other kind of damage referred to the equipment used with the product.
14. The Buyer will accept ALL risks connected with transport such as accidental breakage including when due to inadequate packaging, theft or tampering.
15. Before the return of any goods under Guarantee it will be necessary to obtain AUTHORISATION FOR RETURN:
16. **For any information, request, complaint, the Buyer shall promptly contact its own dealer where the unit has been purchased.**
17. The returned goods must be sent free to destination together with the following documentation: copy of purchase invoice or equivalent document, a brief note of the defects identified, the precise address where the sender wishes to receive the goods repaired or replaced under Guarantee, a photocopy of the Guarantee slip and Guarantee form (RMA) duly completed where this is required.
18. The competent court will be the Court of Varese –Italy.

Signature for acceptance

Name and Surname (in capital letters)

For approval: art.3, art.4, art.5, art.6, art.7, art.8, art.9, art.13, art.14, art.15

Signature for acceptance

Name and Surname (in capital letters)

MODEL ITEM:

DATE OF PURCHASE:

SERIAL NUMBER:

This warranty must be kept together with the unit in case of assistance by the authorized assistance centre.