



Otometrics Global Terms & Conditions - Warranty

Otometrics warrants that products are free of defects. There is a twelve (12) month manufacturer defect warranty, from date of shipment, on the main unit, unless otherwise stipulated. If it is determined that a product is defective due to workmanship or materials within the warranty period, the product will be repaired or replaced at the option of Otometrics at no charge. Additional on-site service fee may apply.

If a failure occurs within the warranty period, Otometrics will determine the best way to remedy the situation, which may involve replacement of the part or device.

Parts & Accessories

There is a six (6) month manufacturer defect warranty, from date of shipment, on all parts and accessories with a serial number. On accessories without serial number, there is a two (2) month manufacturer defect warranty from date of shipment.

Repairs & refurbished products

All repairs of main units have a three (3) month manufacturer defect warranty on the repaired part, from the date of shipment. For refurbished products Otometrics warrants that products are free of defects. The refurbished products hold a six (6) month manufacturer defect warranty, from date of shipment, on the main unit, unless otherwise stipulated.

Shipping Procedures

All costs of shipping under this warranty from the purchaser to Otometrics shall be borne by the purchaser. If Otometrics reasonably determines that a repair or replacement is covered by the warranty, Otometrics shall bear the costs of shipping the repaired or replacement product to the purchaser.

Risk of loss or damage during shipments under this warranty shall be borne by the party shipping the product.

Products shipped by the purchaser under this warranty shall be suitably packaged to protect the product. If purchaser ships a product to Otometrics in unsuitable packaging, any physical damage present in the product on receipt and inspection by Otometrics (and not previously reported) will be presumed to have occurred in transit and will be the responsibility of the purchaser.

Other Services – Hotline, Onsite visit, Loaner

This warranty does not include hotline services, onsite visits or loaner products or accessories, however, such services are available upon request and at an additional fee.

Exclusions

This Warranty shall not apply to damage or failure caused by or attributable to:

- (a) abuse, misuse or improper or abnormal usage;
- (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food;
- (c) faulty installation, alteration, repairs or maintenance;
- (d) lightning or other incidence of excess voltage; or
- (f) other acts which are not the fault of Otometrics.

Limitations

This warranty may not be transferred by initial purchaser to any other party without the express written consent of Otometrics. The entire obligation of Otometrics under this warranty shall be limited to repair or replacement, at the option of Otometrics, of any products which prove to be defective within the warranty period.

Otometrics makes no other representation or warranty, expressed or implied, with respect to its products, whether as to merchantability, fitness for a particular purpose, or any other matter. Otometrics shall have no liability to any person for any special, incidental, or indirect/consequential damages of any description, whether arising out of the above warranty, negligence, or otherwise.

This Warranty gives the purchaser specific legal rights and the purchaser may also have other rights which vary from state to state.