

## Warranty Terms and Conditions

TTK products are rigorously tested to ensure they meet stringent standards. This “10-Year Warranty Terms” replaces the TTK “1 Year Warranty Terms”, effective from the 1st of March 2018.

### 1.1 Warranty Period

Warranty period means the period of 10 Years from the original date of shipment from the factory.

### 1.2 Warranty

TTK warrants that all Products supplied shall materially conform to their specifications as published by TTK and shall be free from any material defects in material and workmanship for the Warranty Period.

- 1) During this warranty period, TTK will, at its discretion, either repair or replace products that are demonstrated to be defective at no charge to the client, provided that the defective product is returned to the TTK factory. Repaired products will be returned free of charge to the buyer.

If, following tests by the TTK in-house technicians, it is found the product is not defective, the item will be returned at the buyer's cost.

- 2) Outside of the warranty period, TTK will, at its discretion, either repair or replace products that are demonstrated to be defective. The cost for returning and repairing the item will be informed to the buyer prior to any agreement being entered in to.

### 1.3 Product Return Procedure

If, during the guarantee period, the Buyer discovers a defect in goods, the Buyer should immediately inform TTK about the defective product, providing “RMA” (Return Merchandise Authorization) full filled with exact information; with TTK's agree, the Buyer shall return the product as soon as possible following the RMA procedure.

All Products returned to TTK shall be packaged correctly to prevent damage during shipment. Any damage that occurs during shipment is the responsibility of the Buyer and the shipping company.

Products returned for repair, whether in or out of warranty, which are found to be damaged beyond repair; or found due to misuse or negligence or have components removed, will either be returned to the Buyer "as is" or scrapped by TTK at the Buyer's option. TTK is not responsible for the transport.

When applicable TTK serial numbers must remain intact and readable to enable tracking and to ensure warranty repair and/or replacement.





#### **1.4 Limitation of Warranty**

This Limited Warranty shall not apply and TTK shall not be obligated to correct, cure or otherwise remedy any error or defect in the Products if the Product:

- (a) has been modified or altered by Buyer or other third party;
- (b) has had any version numbers, proprietary notices or other identification markings altered, removed or rendered illegible;
- (c) has been damaged by or subject to the improper operation, misuse, accident, neglect or has been used in any way other than in strict compliance with the documentation provided with such Product; and/or
- (d) has been damaged from improper or inadequate maintenance by the Buyer, unauthorized modification or misuse, operation outside of the environmental specifications for the Product, or improper site preparation or maintenance.

If any warranty claim by Buyer or a Product's buyer falls within any of the foregoing exclusions, Buyer or where applicable, the buyer of the Product shall pay TTK's then current rates and charges for performing any corrective work. If any repairs or other corrective work are performed by Buyer or any party other than TTK, then this Limited Warranty shall become immediately null and void and shall be of no further force or effect. In addition, if requested by Buyer, TTK may, at its sole discretion, perform out of warranty repairs at its then-current charges.

#### **1.5 Limitation of Liability**

To the maximum extent permitted by applicable law, TTK's sole liability for so-called defective products is expressly limited to the remedies of repair or replacement of such defective product and shall in no event exceed the amounts received by TTK for such product.

