



Chromacity Warranty

Chromacity warrants, to the original Customer of the Chromacity designed and manufactured Products (excluding consumables, and prototypes), that for a twelve (12) month warranty period the Products shall be free from material defects in materials and workmanship and will conform in all material respects to the applicable specifications, as laid out in the Sales Order Acknowledgement form under normal use and service when correctly installed, maintained, serviced and operated within the Chromacity Product specifications for which they were designed.

Warranties do not cover damages due to misuse, negligence, or accidents due to installations, repairs or adjustments carried out by the user. This warranty applies only to the original Customer and is not transferable. Please email support@chromacitylasers.com should a Product require an installation, repair or adjustment.

Consumable items contained within Chromacity Products that are not covered by warranty are detailed in the table at the bottom of this document

During the Warranty Period, Chromacity will, at its option and in its sole discretion, either:

- (i) repair or replace any Product which does not comply with the above warranty without charge to the Customer or
- (ii) require the return of the Product giving rise to the warranty claim and, upon receipt, refund the pro-rated portion of the fees paid for said Product, provided that, within the Warranty Period, the Customer notifies Chromacity in writing promptly after discovery of the noncompliance.

Products may only be returned by the Customer when accompanied by a return material authorisation number ("RMA#") issued by Chromacity. The Customer will be provided with shipping instructions as part of the RMA process.

If the inwards inspection process identifies that the defects are not covered by our warranty, the Customer will be provided with a repair assessment and associated costs. In this event the Customer will be expected to bear all associated shipping costs.

Repaired and replacement Products, parts and components shall be warranted for the remainder of the original warranty or for ninety (90) days from date of shipment, whichever is longer. For parts or Products returned for repair that are not covered under warranty, Chromacity's standard repair charges shall be applicable in addition to all shipping expenses.

Unless otherwise stated in Chromacity's repair quote, any such out-of-warranty repairs are warranted for ninety (90) days from date of shipment of the parts or repaired Product.

| Product | Consumable not covered by Warranty* |
|-----------------|--------------------------------------------|
| Chromacity 1040 | N/A |
| Chromacity OPO | Non-linear crystal |
| Chromacity 520 | SHG crystal |

*For details of replacement consumable parts please email support@chromacitylasers.com

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