



## **Chromacity Warranty**

Chromacity warrants, to the original Customer of the Chromacity designed and manufactured Goods (excluding prototypes), that for a twelve (12) month warranty period the Goods 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 Goods specifications for which they were designed.

Warranties do not cover damages due to misuse, negligence, tempering or accidents due to installations, repairs or adjustments carried out by the user. The following components and parts are excluded to Chromacity warranty unless otherwise agreed:

- "Benchtop" components ordered with, or for, a Chromacity product;
- Accessory optical fiber ordered with, or for, a Chromacity product.

This warranty applies only to the original Customer and is not transferable. Please email [support@chromacitylasers.com](mailto:support@chromacitylasers.com) should the Goods require an installation, repair or adjustment.

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

- (i) repair or replace any Goods which do not comply with the above warranty without charge to the Customer or
- (ii) require the return of the Goods 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.

Goods 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. The Goods should always be returned in the original packaging supplied by Chromacity, failure to do so could result in the warranty becoming void. Outbound and inbound shipping costs for Goods under warranty are covered by Chromacity.

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 Goods shall be warranted for the remainder of the original warranty or for ninety (90) days from date of shipment, whichever is longer. For Goods 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 Goods.