

WARRANTY CONDITIONS

1. The warranty period is 24 months from the date of sale indicated on the proof of purchase. Defects or defects of the goods revealed during this period will be removed free of charge in accordance with the terms of the warranty. If the equipment is replaced for a new warranty period, it will be re-dated from the date of replacement of the product by Emmerson.
2. The warranty is valid only in the territory of the country where the product was purchased.
3. The performance standards of the product shall be deemed to be the manufacturer's.
4. As part of the warranty provided, the manufacturer undertakes to repair, if necessary, replace the equipment free of charge, or in justified cases the inability to repair or replace, to agree to a refund of cash for the purchased product, within 21 working days from the date of acceptance of the equipment by the Emmerson Service. In justified cases (e.g. complicated repair, need to bring a spare part) the deadline for handling the complaint and warranty repair may be extended.
5. The manufacturer limits its warranty obligations to repair or replace the advertised equipment, which is decided solely by the Emmerson Service. The manufacturer is not responsible for damage to other objects and/or devices of a real and virtual nature. In addition, any claims arising out of the under-usability of the products, the coverage of losses or lost profits due to damage, equipment failure and all other liability.
6. Complaints should be made as soon as a defect is detected. The product complaint must be submitted at the place of purchase or the advertised product must be sent directly to the Emmerson Service for consideration of the complaint. The cost of delivering the product to the service is covered by the Buyer. If the product is shipped to the Emmerson Service, the product should be packed in the original packaging if the Buyer owns it, or packaged in such a way as to ensure a safe shipment of equipment. Emmerson service is not responsible for damage to equipment that occurred during transportation to the Service.
7. Terms of acceptance of the complaint by the Emmerson Service:
 - delivery of equipment in complete condition
 - delivery of a valid, completed warranty card (for products sold with a warranty card) or confirmation of purchase of the product (fiscal receipt or VAT invoice containing the date of purchase, product name and seller's details),
 - providing a clear description of the defect/malfunction of the advertised product.
8. The warranty expires in the event of:
 - end of warranty period,
 - cancellation of the warranty card (for products sold with a warranty card)
 - violations, damage, breaking of warranty seals, if there are any
 - change, violate, delete the serial number of the device, if the number is on the device
 - technical changes to the product or to establish any other unauthorized interference with the product..
9. The warranty does not cover the natural wear and tear of the product and its individual components, damage or malfunction of equipment resulting from improper use, any mechanical, chemical and thermal damage to the housing, external and internal components and components as well as defects caused therein, flooding with liquid or other substance, other damage and defects specified under the warranty conditions.

Before sending the product, we recommend that you contact the service and report any problems in the operation of the equipment, the found defect / malfunction of the equipment or any questions regarding the use and operation of the equipment.