



GX Group | Documents | 01-05-2019

Product Warranty Details

Introduction

This document describes the GX product warranty conditions.

Definitions

CUSTOMER means the company that buys the PRODUCTS from GX, and any third party to whom CUSTOMER delivers the PRODUCTS to, and/or any party that CUSTOMER utilizes as sub-contractor in the course of working with the PRODUCTS.

PRODUCT means the hardware and software and related goods that GX delivers to CUSTOMER under this Warranty & RMA agreement.

GX means the company that supplies the PRODUCTS to the CUSTOMER.

Product Warranty Conditions

GX maintains a product warranty period of 12 months after delivery. Defective PRODUCTS returned to GX within this warranty period will be repaired or replaced at GX's cost, unless the defect is due to natural wear or damage resulting from inappropriate use or misuse by the CUSTOMER.

Not included in the warranty are :

- Defects and damage due to causes outside the PRODUCT, including but not limited to lightning, extreme humidity or temperature, earthquakes, fire, and electrical power surges.
- Defects and damage due to equipment connected to the PRODUCT.
- Defects and damage due to incorrect installation of the PRODUCT or in case - of installation by unqualified personnel. Binding for the installation procedure are the GX installation instructions valid at that time for the PRODUCT. Installation instructions are available from GX upon request. CUSTOMER is responsible for the distribution of the installation instructions to installing personnel and for giving correct instructions to installing personnel.

- The product warranty is void for products that have been opened in manners other than required for normal operational use.

PRODUCTS that are damaged to such an extent that according to the judgement of GX they can no longer meet the quality standards of GX, will not be repaired. It is the sole discretion of GX to determine whether a returned PRODUCT is fit for repair or not.

PRODUCTS that are not covered by the product warranty conditions will not be repaired or replaced at GX' expenses. GX carries no responsibility for products or other goods or services which are not supplied by GX. The repair or replacement of the PRODUCT following a defect does not imply an extension of the warranty period.

GX will not bear any cost for the actual collection of defective PRODUCTS at the CUSTOMER or end-user and/or the installation of repaired or replaced PRODUCTS at the CUSTOMER or end-user.

It is recommended that the CUSTOMER maintains a buffer stock of PRODUCTS so that rapid replacement by the CUSTOMER can be performed. GX is not liable for any missed revenue of any other damages, whatever they might be, due to the PRODUCTS that do not function or do not function according to specification.
