



Reminder: RTI Group warranty policy may change from time to time, please see <https://rtigroup.com/warranty/>

# Warranty Policy

The Warranty Policy is governed exclusively by 'RTI GROUP GENERAL TERMS AND CONDITIONS FOR SALES AND DELIVERY' (available at [rtigroup.com/terms-conditions](https://rtigroup.com/terms-conditions) and incorporated here by reference). All other terms are rejected.

## Definitions

In this document, the following definitions are used:

- "Supplier" means
  - For all territories outside USA and Canada: RTI Group AB, Flöjelbergsgatan 8C, 43137 Mölndal, Sweden.
  - For USA and Canada: RTI Group North America 33 Jacksonville Road, Building 1, Towaco, NJ 07082, USA
- "Client" means the end-customer who bought the Product from the Supplier, directly or via an authorized Distributor
- "Distributor" means an RTI distributor that has a valid distributor agreement with the Supplier.
- "Product" means an RTI product sold by the Supplier to the Client, directly or via a Distributor.

## Terms

1. The Supplier shall remedy any defect in Products delivered, resulting from faulty design, specification, materials or workmanship attributable to the Supplier in accordance with the provisions of this Warranty Policy.
2. The Supplier is only liable for defects that appear under the intended and proper use of the Products, including regular service and calibrations of the Products at an authorized RTI service centre. Thus, the liability does not cover defects caused by faulty maintenance, unauthorized repairs, handling or incorrect storage or installation by the Customer or its customer, alterations of the Products carried out without the Supplier's prior written consent or normal wear and tear and deterioration.
3. The Supplier's liability is limited to defects which appear within the periods specified for the relevant Product, as set out in bullet 10 below. In addition, Customer may purchase a special 10-year warranty program for certain product lines. For attending such program, the Products must be calibrated by an authorized RTI service centre, first time within 25 months from delivery and thereafter on a 24-month cycle.
4. The Customer shall notify the Supplier in writing of a defect without undue delay after the defect has appeared, and in no case later than two (2) weeks after the expiry of the liability periods as set out in bullet 10 below. The notice shall contain a description of how the defect manifests itself. If the Customer fails to notify the Supplier in writing within the above time limits, the Customer forfeits its right to make any claim in respect of the defect. If there is reason to believe that the defect may cause damage, notice shall be given forthwith. If notice is not given forthwith, the Customer forfeits the right to make any claim based on damage which occurs, and which could have been avoided, if such notice had been given.
5. After receipt of a written notice under bullet 4 above, the Supplier shall, at the Supplier's option, repair or replace the Product or make a reasonable reduction of the purchase price for the Products without undue delay.
6. If the Customer gives such notice as referred to in bullet 4 above, and no defect is found for which the Supplier is liable, the Supplier shall be entitled to compensation for the work and costs which it has incurred as a result of the notice.
7. All transports in connection with replacement shall be at the Customer's risk and at the Supplier's expense. The Customer shall follow the Supplier's instructions regarding how such transport shall be carried out.
8. If the Supplier fails to fulfil its obligations under bullet 5 above within a reasonable time, the Customer may by written notice require the Supplier to do so within a final time. If the Supplier fails to fulfil its obligations within that time limit, the Customer may terminate the purchase of the defective Products in question by written notice.
9. The Supplier shall have no liability for defects save as stipulated above. This applies to any loss the defect may cause, such as loss of production, loss of profit and other consequential economic loss. The limitation of the Supplier's liability under this bullet 8 above shall, however, not apply where the Supplier has been guilty of gross negligence. In addition, the Supplier shall have no liability for loss of data in meter hardware or tablet during calibration of the Product.
10. Warranty periods:
  - Cobia: 24 months from date of delivery from Supplier
  - Piranha: 24 months from date of delivery from Supplier
  - Other products (probes, accessories, holders etc.): 24 months from date of delivery from Supplier
  - Upgrades from Red to Black Piranha: 24 months from date of delivery from Supplier
  - All other upgrades: 3 months from delivery from Supplier
  - Repair: 3 months from delivery from Supplier
  - Re-calibration: 3 months from delivery from Supplier
  - Software: 3 months from delivery from Supplier