**OWASYS Waranty and Return Policy**

This policy outlines our commitment to resolving issues with our remote-control units and guides you through our warranty and return process for **Products purchased directly from OWASYS**.

If you obtained your OWASYS product from one of our authorized distributors, please be aware that different warranty and return conditions may apply. Always refer to the policy provided by your distributor.

# Defects in the product delivered

* OWASYS will free of charge resolve defects in the product delivered which are due to defects in material, design or manufacture. OWASYS may instead of rectifying the defect supply a new product free of defects or repay the purchase price.
* Should the customer complain of a defect, and it then be found that there is no defect for which OWASYS is liable, a quotation for repair will be sent to the customer. OWASYS will not correct or repair damages which are caused by the customer through the misuse of the product, even if the product is still under warranty.

# Warranty commitment

* OWASYS has a warranty commitment according to General Terms and Conditions of OWASYS ("OWASYS GTC25") for defects in the product (if nothing else has been previously agreed).

# Repair and warranty process

* If the Product is covered by a valid warranty, faulty equipment will be repaired or replaced free of charge based on OWASYS criteria.
* If there is no valid warranty, OWASYS will send a quotation to repair the faulty equipment.
* Should the returned item end up not being defective, an invoice will be sent to cover the testing costs incurred by OWASYS.

# OWASYS products

* OWASYS has a warranty period of 14 months from OWASYS shipment date on all products not specifically specified as having extended warranty.

# Packaging

* The device must be returned in packaging that is the same or similar to the original and is suitable for transport (protected individually to avoid damage during the transport).

Note: Any packaging used to send the products to OWASYS may not be returned to the customer.

# Transport

* Please send the device together with the return delivery note to the address that is mentioned in the packaging slip from the RMA request.
* The customer must ensure that the RMA number is clearly visible on the package.
* If nothing else has been previously agreed, OWASYS assumes the costs of returning products with valid warranty. Otherwise, freight costs will apply (included in the quotation/invoice of the reparation).

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