
OWASYS Warranty and Return Policy

This policy outlines our commitment to resolving issues with our products and guides you through our Warranty and Return (“W&R”) process for products purchased directly from OWASYS.

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

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).

Warranty period

- OWASYS has a warranty period of 12 months from OWASYS shipment date on all products not specifically specified as having extended warranty.

How to claim W&R service

If you believe your OWASYS product is defective, please follow these steps:

- Reach out to our Customer Service team at customer_support@owasys.com.
- To expedite your claim, please be prepared to provide the OWASYS Product’s serial number (a seven-character alphanumeric reference starting with “A” found on the cover of the product), a detailed description of the issue, and any relevant evidence that clearly demonstrate the problem.
- Our Customer Service team will review your claim.
 - If the problem is determined to be a software-related issue, OWASYS will manage the resolution by providing troubleshooting steps, firmware updates, or other necessary software support.
 - If the problem is determined to be an RMA¹ case, you will be guided through the OWASYS RMA process:
 - If the product is covered by a valid warranty, OWASYS will repair or replace it free of charge at its discretion.
 - If there is no valid warranty, OWASYS will send a quotation for the repair.
 - Should a returned item be found not to be defective, an invoice will be sent to cover OWASYS’ testing costs.
- Shipping costs for RMA cases may apply and will be communicated during the RMA process:
 - Customers shall be responsible for the cost of shipping the product back to OWASYS for assessment.
 - If the product is covered by a valid warranty, OWASYS will cover the cost of shipping the repaired or replacement product to the same address where the original product was initially sent.
 - If the product is NOT covered by a valid warranty (e.g., warranty period expired, damage not covered, or W&R claim denied), the customer will be responsible for all shipping costs.
 - Any applicable shipping costs or other fees will be clearly outlined in a quotation provided to the customer during OWASYS RMA process.

¹ Return Material Authorisation