

Warranty Conditions

1. We warrant the original purchase for a period of 24 months after purchase.
2. Warranty conditional upon the following: Within the warranty period we will repair or replace at our option all failures, which are caused by material or manufacturing faults.
3. Phocos AG reserves the right to void the warranty if:
 - a. Identification marks or serial numbers are removed or altered in any way.
 - b. Our invoice is unpaid.
 - c. The defect is the result of misuse, neglect, improper installation, environmental conditions, non-authorized repair, alteration or accident.
4. Phocos shall not be responsible for any consequential damages.
5. A warranty repair does not extend the warranty period
6. In case any part of the equipment proves to be defective, the Purchaser should do the following:
 - a. Prepare a written statement of the nature of the defect to the best of the Purchasers knowledge, and include the following:
 - date of purchase,
 - the place of purchase,
 - the Purchasers name, address and phone number,
 - short description of the error.
 - b. sent the goods back to Phocos China or an alternative location as instructed by Phocos AG.
7. No refund of the purchase price will be granted to the Purchaser, unless the Warrantor is unable to remedy the defect after having a reasonable number of opportunities to do so.
8. The purchaser is required to bear all transport to our repair base. Phocos will cover the return transport by a method decided by Phocos. Phocos is not liable for any damage incurred in transit.

Last reviewed January 2017