

## GENERAL CONDITIONS OF WARRANTY (GCW)

### 1. GENERAL CONDITIONS OF WARRANTY

- 1.1. SGM LEKTRA undertakes to remedy any defect of the product and of its functioning which can be attributed to the production process or to its components on condition that the failure can be attributed to it, and when the product was used in compliance with the design and operation conditions, and that it occurred and was notified within 12 months from the date of delivery.
- 1.2. SGM LEKTRA may choose to repair or replace the defective product, in this case the replaced product shall be covered by an additional warranty of 12 months.
- 1.3. The products repaired under warranty shall have a warranty until the original time limit.
- 1.4. The products repaired out of the warranty period shall have a warranty of 3 months.

### 2. LIMITATIONS OF THE WARRANTY

- 2.1. All rights under the warranty shall be forfeited in the event that the defect or flaw was caused by: inappropriate environmental and/or operational conditions, installation conditions not conform to the instructions, lack of maintenance or interventions and/or repairs carried out by unauthorised personnel.
- 2.2. The warranty is excluded in cases of product tampering or changes to its design and its original construction.
- 2.3. The warranty shall not cover defects deriving from improper use of the products, inadequate delivery made by the customer, improper installation, installation by unqualified personnel and, in any case, defects caused by installation not carried out in accordance with the requirements of the operating manual supplied by SGM and/or available on the website [www.sgm-lektra.com](http://www.sgm-lektra.com)

### 3. EXCLUSION OF WARRANTY

- 3.1. The warranty does not provide for further claims for compensation or other services from third parties not expressly authorised by SGM LEKTRA.
- 3.2. Furthermore, the warranty does not cover possible damages to the Customer or to third parties, whether direct or indirect, loss of earnings or loss of information stored.
- 3.3. Damages to the product caused by force majeure, natural disasters or by third parties for interventions different from those recommended by good practice or the instructions, are excluded.

### 4. PROCEDURE FOR REQUESTING INTERVENTION

- 4.1. The request for intervention under warranty must be delivered to SGM LEKTRA in writing with indication of the identification data of the product and of its delivery.
- 4.2. The normal procedures for the goods returned by the Customers for repair and/or replacement shall be followed. RMA Form available on [www.sgm-lektra.com](http://www.sgm-lektra.com)

### PRIVACY

Any information on the processing of the personal data of the Purchaser and on the adopted security systems for the protection of such data, is stated in the Privacy Policy of [www.sgm-lektra.com](http://www.sgm-lektra.com)