



# Hardware Limited Warranty

## I. Limited Warranty

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Oerad Tech Ltd warrants to the first End-User of original hardware Products for the Warranty Period that the Products shall be free from defects in materials and workmanship, when given normal, proper and intended usage.

## II. Warranty Period

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Twenty-four (24) months after the date of delivery to first End-User.

## III. Terms of Limited Warranty

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### *1. Hardware and accessories covered by Limited Warranty*

The limited warranty covers any hardware produced by Oerad Tech Ltd: Scudo, Concretto, Dipole, Custom GPR main modules and all accompanying cables, batteries, battery chargers, distance measurement devices and carts.

### *2. Hardware and accessories the limited warranty does NOT cover:*

Mobile devices such as tablets and laptops produced by third parties which may be sold along with hardware manufactured by Oerad Ltd; Backpacks or other bags or cases for carrying the product(s) and its accessories; Rough terrain protectors, which are inherently subject to deterioration and wear out during the normal operation of the product.

### *3. Claim Handling*

Oerad Tech Ltd agrees to repair or replace the non-conforming hardware product or part(s) of hardware product in a commercially reasonable time provided the End-User complies with the procedures listed below. Oerad Tech Ltd shall bear the costs of repair and/or replacement and the shipping costs incurred therein provided, however, that return instructions are followed. Replacement parts or products will either be new or refurbished and will be furnished on an exchange basis. If defective parts are not returned, Oerad Tech Ltd shall bill for parts. All replaced parts or products become the property of Oerad Tech Ltd.

### *4. Procedures for return/replacement of faulty item*

4.1. Contact Customer Support at [support@oerad.eu](mailto:support@oerad.eu) stating the product details such as Product Model, Serial Number, Purchase Date, End-User name and Distributor as well as outlining the nature of the problem in detail and providing if applicable any photos, videos or other media showing the faulty product or part(s).

4.2. End-Users returning the product are encouraged to select a delivery service that provides tracking numbers and insurance.

Send defective product to:

Oerad Tech Ltd  
Office 3  
Svoboda 69E  
Plovdiv, 4002  
Bulgaria

4.3. Product serial number should be clearly visible on the device and not been tampered with.

4.4. If determined that a defect is due to misuse, deliberate destruction or alteration, the End-User will be contacted and at their choice the product will be returned or a replacement provided and the End-User invoiced accordingly. III. Exclusions from Limited Warranty The limited warranty obligations do not cover physical damage sustained from improper handling during shipping as well as normal wear and tear in use of product. The limited warranty shall be voided if alleged product failure was caused in whole or part by:

- unauthorized modifications, alterations or repair;
- parts or consumables were installed and used that were not certified or approved by Oerad Tech Ltd or its designated representative;
- unusual physical or electrical stress;
- abuse, misuse, accident, neglect;
- exposure to moisture, flooding, fire, electrical problems associated with incoming power or other acts not the fault of Oerad Tech Ltd;
- not adhering to Oerad Tech Ltd's recommended maintenance procedures or failure to comply with Product instructions and/or documentation;

No coverage under the Limited Warranty will exist if Oerad Tech Ltd was not notified of the alleged defect or malfunction prior to the expiration of the Warranty Period. Oerad Tech Ltd shall make the final determination as to the existence and cause of any alleged defect.

#### **IV. Limitations/Disclaimers**

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This Limited Warranty is the End-User's sole and exclusive remedy against Oerad Tech Ltd where permitted by law and subject to section vii. Except for this limited warranty, Oerad Tech Ltd makes no other warranties whether express or implied by law, course of dealing, course of performance, usage of trade or otherwise, with regard to performance of any product. Without limitation of the foregoing, all implied warranties, including warranty of merchantability or fitness for a particular purpose, are hereby excluded. Oerad Tech Ltd waives all liability for any indirect, incidental, including loss of use or loss of profits, even if Oerad Tech Ltd has been advised of the possibility of such claims or damages.

#### **V. Statutory Laws**

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Some Countries, regions, states or provinces do not allow the exclusion or limitation of remedies or if incidental, punitive, or consequential damages, or the applicable time periods, so the above limitations or exclusions may not apply. Except to the extend lawfully permitted, this limited warranty does not exclude,

restrict or modify statutory rights applicable to where the product is sold but, rather is an addition to these rights