
Limited Warranty Statement

Arcontia Technology AB, hereinafter referred to as “Arcontia”, manufactures its hardware products from parts and components that are new in accordance with industry-standard practices. Arcontia warrants that the hardware products it manufactures will be free from defects in materials and workmanships. The limited warranty term is one (1) year beginning on the date of shipment.

This limited warranty does not cover damage due to external causes, including accident, abuse, misuse, problem with electrical power, servicing not authorized by Arcontia, usage not in accordance with product instructions, failure to perform required preventive maintenance, and problems caused by use of software, parts and components not supplied by Arcontia.

During the one-year period beginning on the ship date, Arcontia will repair or replace products, at Arcontia’s sole discretion when returned to Arcontia. To request limited warranty service, the Customer must contact Arcontia’s Customer Technical Support within the limited warranty period.

Arcontia shall provide free technical support to the Customer during the warranty period. When the warranty period expires, the Customer may purchase a service contract to maintain technical support.

For default products, the Customer must fill out a Return Merchandise Authorization (RMA) form with a full default description of the product. Incomplete default description will be charged with a cost of 30 EUR. Customers must return the products back to Arcontia properly packed in their original or equivalent packaging with a copy of the original invoice and RMA confirmation, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

Arcontia owns all parts removed from repaired products. Arcontia uses new and reconditioned parts made by various manufacturers in performing limited warranty repairs and building replacement products. If Arcontia repairs or replaces a product, its limited warranty term is not extended.