



Product Warranty

The product supplied by Dimsport S.r.l. is guaranteed free from original defects as per indications stated by the Italian Legislative Decree 6 September 2005 no. 206 ("Consumer Code").

Procedure

If the purchaser wishes to exercise the rights contained in these warranty conditions, he/she must contact the Dimsport technical support service to obtain information on the exact procedures for returning the product for inspection. With the limitations specified below, and if conditions exist for recognition of the warranty pursuant to Legislative Decree 206/05, the product will be repaired free of charge for the purchaser.

Without prejudice to the provisions of art. 130 Legislative Decree 206/05, in particular as regards the objective impossibility or excessive cost of the repair.

If the product is returned after expiry of the warranty period or the defect is not covered by the warranty, or the product is free from defects, Dimsport S.r.l. will charge the purchaser for transport, administrative and technical costs sustained.

Product return procedure

For any type of repair work on products, the purchaser must contact the Dimsport technical support service to request the R.M.A. number, notifying in writing, when requesting the R.M.A.:

- product serial no.
- fault encountered

Dimsport technical support service will carry out tests to verify the entity of the problem; this will be followed by their communication with the R.M.A. number and specific instructions to be followed. The R.M.A. number shall be indicated in the document accompanying the goods and on the packaging.

Limits on repairs carried out under warranty

The Dimsport S.r.l. warranty does not cover defects occurring beyond the term of duration of the warranty, defects that did not exist at the time of delivery of the product, defects resulting from negligent or careless use, incorrect installation or maintenance, incorrect storage and/or conservation, maintenance or technical work carried out by non-authorised personnel, damage due to transport or corrosion, or products whose serial numbers have been altered or cancelled.

Merely by way of example, the following are excluded from the warranty:

- aesthetic damage to the product such as scratches, dents, chips or nicks both to the outer shell and to the display, in addition to damage attributable to knocks and/or dropping;
- damage caused by modification of the product or alteration (hardware or software) of it, without the prior written authorisation of Dimsport;
- defects resulting from accidents, natural calamities or other causes including rain, hail, lightning and fire.

The warranty does not cover damages which are a consequence of current overloads due to the network to which the product is connected or caused by other equipment, systems or components when improperly connected or used without authorisation.

The materials subject to wear (including capacitors, batteries, LCD screens) are specifically excluded from this warranty, unless the wear or damage is attributable to a material or manufacturing defect.

Any breakage of seals or tampering with the product will result in forfeiture of the warranty.

Technical support beyond the warranty terms

The product is sold with 24 months warranty from the date on the purchase invoice.

If the product manifests operating problems beyond the warranty terms, or the warranty does not apply, the purchaser shall contact the Dimsport technical support service in order to agree the procedure for sending said product for repair or inspection.

In the event of repairs carried out not covered by the warranty, the costs for repair, inspection, software updating or any reset will be sustained by the purchaser.

Dimsport reserves the right, without previous agreement with the purchaser, not to carry out the repair when reset or repair of the product are uneconomic, taking account of the value of the product and the cost of the work required.

Repair work not authorised by Dimsport – tampering

CAUTION! The equipment is sold with tamper-proof seals bearing the wording "Warranty void if seal is broken". Removal of these seals and/or modification of any part of the hardware or software will entail the forfeiture of any warranty provided on the product by these conditions and suspension of performance of the services scheduled by the contract with the user. The purchaser of the product may carry out any work for the replacement of individual parts and/or maintenance/updating only after written authorisation by the Dimsport technical support service.

CAUTION! Dimsport may consider the performance of non-authorised work on its hardware and/or removal of the seals as attempts at tampering aimed at violation of the current laws concerning protection of industrial and intellectual property rights, reserving the right to inform the competent authorities of said actions. In this case the author of said actions may not plead good faith in his/her defence.

DIMSPORT Srl

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