



# WARRANTY STATEMENT

## Hardware:

Jantar d.o.o. with headquarters at Kranjska cesta 24, 4202 Naklo, states that for **hardware not manufactured by Jantar d.o.o. applies a general 12-month warranty. Hardware manufactured by Jantar d.o.o. is covered by a 24-month warranty**, provided that it is handled in accordance with the instructions or recommendations for use.

Jantar d.o.o. commits to eliminate defects and technical deficiencies that would arise during normal use of the product free of charge for request submitted within the warranty period.

The defect of the product will be fixed in a maximum period of 30 days from the date of submission of the repair request. The repair time can be extended by a maximum of 15 additional days, which will be notified to the customer in advance. If the product is not repaired within the deadline, it will be replaced with a perfectly working one.

The warranty begins on the day the product is sold (date of the issued invoice).

## The conditions for claiming the warranty are:

- that there is no mechanical damage or physical changes to the product;
- that the product has not been tampered with by a person who was not authorized to do so;
- that the buyer acted in accordance with the instructions for use;
- that the original delivery note and invoice are attached;
- that the product is in its original packaging with original parts;
- that the warranty stickers and seals are not damaged or removed;
- all added markings, stickers and alterations must be removed so
- the product must be returned in the same condition as it was purchased.

## The warranty does not apply:

- in the event of defects occurring during transport, after our delivery;
- due to improper setting and handling of the device;
- in case of mechanical damage;
- in case of defects due to unprofessional or negligent handling of the product;
- if the malfunction occurred due to the use of unsuitable consumables;
- if non-original spare parts were installed in the device;
- in case of malfunctions due to overvoltage;
- in case of force majeure;
- in case of battery discharge;
- in case of improper cleaning of the product or its parts.

**Jantar d.o.o. does not guarantee for data which was lost due to possible hardware failures in access control or time attendance systems - the customer is obliged to ensure constant data backup.**

If during the inspection of the returned product service technician finds that the product is not defective or that it works normally, company Jantar d.o.o. is entitled to charge the occurred costs.

The company Jantar d.o.o. provides replacement parts during the three-time warranty period of the purchased product.

Repairs during the warranty period are carried out at the headquarters of Jantar d.o.o., Kranjska cesta 24, 4202 Naklo.