

VirtualSCADA Software LLC Warranty Policy

VirtualSCADA SOFTWARE LLC warrants that Products, upon delivery to Customer, will conform to VirtualSCADA SOFTWARE's specifications therefor and will be free from defects in workmanship and material. If, within one (1) year from the date of shipment of such Products, any such Products are shown to VirtualSCADA SOFTWARE's reasonable satisfaction not to be in conformance with this warranty, VirtualSCADA SOFTWARE's, at its option, will repair or replace such products. In no event shall Products be returned to VirtualSCADA SOFTWARE LLC without VirtualSCADA SOFTWARE's prior written consent.

We will free of charge resolve defects within the warranty period if 1 year of the product delivered due to defects in material, design or manufacture. We may instead of rectifying the defect supply a new product free of defects.

Should the customer complain of a defect and it turns out that no defect is found, we are entitled to full payment for work and for costs which the customer's incorrect complaint has caused to us.

We will charge the customer for the repair of damages which are caused by the customer through the misuse of the product, even if the product is still under warranty.

Instructions

Before returning a product you need to obtain a Product Return Number (PRN) otherwise known as Return Material Authorization (RMA) number.

By completing the form you will automatically receive your PRN packaging slip. Please print this out and enclose one in the transport and save one copy of it as reference.

- Always pack the products in a physically- and ESD-safe way. Please use the original packaging if possible. Contact us if there are questions regarding suitable packaging material or ESD-protection.

- If a warranty repair is requested and you are unsure of the products age, please check the products serial number with us to determine if it is still under warranty.

- The complaint should contain a description of the nature of the defect.

- For functional faults, as complete fault information as possible will make the troubleshooting easier.

Please try and include the following:

- How does the fault appear?
- Under which circumstances does the fault appear?
- How is the module configured?
- In what type of application is the product installed?
- What is the rest of the installation like?
- What other products are used in the installation?
- How is the environment around the installation?
- How was the faulty product isolated?
- How was the fault confirmed?

Transport

Please send the device together with the return delivery note to the address that is mentioned in the packaging slip from the PRN request. If nothing else has been previously agreed, the customer pays for the freight to us, while we pay for the return freight to the customer, according to the delivery terms.

Repair

- Before returning a faulty product to us you should first contact technical support to see if they can resolve your issue. If they are unable to resolve the issue we will recommend to return the product to us.
- You need to obtain a Product Return Number (PRN) otherwise known as Return Material Authorization (RMA) number. You will automatically receive your PRN packaging slip, on completion of the form below. Please print this out and enclose one in the transport and save one copy of it as reference.
- Always pack the products in a physically- and ESD-safe way. Please use the original packaging if possible. Contact us if there are questions regarding suitable packaging material or ESD-protection.