

## Conditions of Warranty

The following warranty terms and conditions apply only to Horizon Global Electronics Ltd products that have been supplied with a warranty.

### I. General Conditions of Warranty

#### 1. General

This warranty covers defects relating to workmanship and manufacture in Horizon products. The period during which this warranty is valid and during which claims against the warranty can be made to Horizon must be in accordance with the following terms in order to be considered eligible:

- Is effective from the date of purchase or receipt of the Horizon product from an authorised seller of Horizon products; and
- Expires at the end of the warranty period specified on the warranty card provided with the product.

For the warranty to be valid, you must:

- provide suitable evidence of purchase, a copy of the original purchase receipt from an authorised seller of Horizon products is preferred; or
- Register your product within 28 days of purchase either online at [www.horizonhge.com](http://www.horizonhge.com) or by completing and returning the pre-paid registration card included with the product.

Please keep the original purchase receipt and the warranty card in a safe place. Horizon and its authorised sellers reserve the right to refuse a repair under warranty or a warranty confirmation if a proof of purchase [or registration of purchase] cannot be established, or has not been, submitted.

If it is necessary to return your product for repair please ensure that your product is suitably packed for transportation.

Provided that your product is still within warranty (please check the duration of the warranty period as described above) and is eligible for repair or replacement under the terms of the warranty, to return your product, please telephone Horizon on the service hotline number.

If following examination of the defective product in question, Horizon, in its reasonable opinion, considers that the defect has been caused by:

- damage caused in transit as a result of your negligence in packaging of the product; and/or
- otherwise than in accordance with the terms of this warranty;

This warranty shall be void and you may be required by Horizon to reimburse Horizon for the reasonable costs of postage and packaging before Horizon will return the product to you. If so and you would still like Horizon to repair or replace the product, Horizon may do so but you will be charged Horizon's standard rates for repair and replacement for this service.

Before returning the product, please contact Horizon via the service hotline or via the internet ([www.horizonhge.com](http://www.horizonhge.com)). Please submit a letter containing as much detailed information as possible and, a full description of the defect or fault.

This should include:

- a description of the fault;
- when it occurred, how long it has been evident and how frequently it occurs;
- any error message(s) displayed when using the product;
- a description of the circumstance(s) and conditions in which the fault occurs; and
- whether it is an intermittent or persistent fault;

This will greatly assist Horizon in identifying the defect, when submitted together with the defective product.

Horizon does not accept any liability for any additionally submitted material(s) which were not supplied with the original Horizon product.

This warranty does not affect your statutory rights in any way and is subject to the applicable legal statutes of the country where the product was sold to you by an authorised Horizon seller.

Non critical failures that fall within industry specified tolerances e.g. noise; LCD pixels are not covered by this warranty. Please consult the appropriate section in your user or instruction manual for this product for exact specifications and tolerances.

If it is found during repair or assessment that the defect concerned is not covered under warranty, Horizon reserves the right to invoice you for all reasonable costs incurred by Horizon. These costs will be in relation to the return of the product, including reasonable administration costs, plus reasonable costs for materials used and labour provided when repairing or replacing the product. This is subject to Horizon providing you with an estimate for carrying out such work prior to costs being incurred and that you have accepted the estimate.

You are entitled to seek independent advice or consultation relating to your product or any of Horizon's findings. Horizon will not be liable for any costs incurred to you when doing so.

## **2. Exclusion from warranty**

To the extent permitted by law, this warranty shall be void in the event that defects or loss caused by:

- failure and damage resulting from the operation of the product in an environment other than that recommended in the accompanying user or instruction manual
- accidental damage;
- use other than in accordance with the accompanying user or instruction manual;
- modifications, conversions, expansions, maintenance and/or repairs made to the Horizon product by unauthorised repairers or use of unauthorised third party parts;
- negligence;
- virus attack or software errors; or
- Improper transportation or packaging during return of the product.
- Tampering or breaking of warranty seals



This warranty will also be considered void if labels or serial numbers of the product or of a component of the product are modified or made illegible.

To the extent permitted by law, Horizon shall; only be responsible for losses which are a reasonably foreseeable consequence of the relevant defect in the product; Horizon will not be responsible for any costs incurred in relation to software configuration; economic loss; loss of opportunity; loss of income; or loss of data or software arising out of its repair or replacement of a Horizon product under this warranty

### **Scope**

Subject to any exclusions set out within this warranty, where there is a defect in your Horizon product covered by this warranty, Horizon will repair or replace the Horizon product. The decision whether to repair or replace the product will be made solely at the discretion of Horizon. Horizon may, in its own discretion, replace the product returned for repair under warranty with a replacement product that is either identical or, in the event that such product(s) are no longer available, a product of equal or superior specification and quality.

No warranty is given for batteries or rechargeable batteries or for consumable materials subject to wear and tear, i.e. for parts which have to be replaced periodically during the normal use of the product.

Software supplied with Horizon products will function without interruption, will be free from errors or that it will fulfil your requirements. Horizon does not guarantee the 100% accuracy of the data provided as part of the software.

It may be necessary to delete all data in the product in order to repair the Horizon product. **PLEASE MAKE SURE THAT YOU HAVE A BACKUP COPY OF ALL DATA ON THE PRODUCT BEFORE RETURNING THE PRODUCT TO HORIZON.** To the extent permitted by law, Horizon excludes all liability for loss of data and Horizon recommends in all cases that you back up all data on your Horizon product before returning the product to Horizon.