

Biosis Warranty Policy

GENERAL TERMS AND CONDITIONS

The Biosis products carry a full International warranty for the period specified in the Product Warranty Guide below. Some Biosis products carry different warranty periods due to the nature of the product's design, manufacture or expected use, the warranty applies from the date of purchase by the first customer.

The warranty will be valid and provided only if the original invoice or sales receipt which must be properly completed and indicating the date of purchase, model name, dealers' name, and serial number of the product that are presented with the defective product within the warranty period. Biosis will refuse the Warranty if these documents are not presented or if they are incomplete. Moreover this warranty will not apply if the model name and serial number on the product have been deleted or altered and if the date of purchase and dealers name on invoice have been changed after the original invoice was issued.

Biosis reserves the right to either replace the defective products and / or parts with new ones or repair the defective products or parts at its own discretion. Repair or replacement of defective products is determined by Biosis Authorized Service Centre after checking the defective products. However, Biosis Service Centre shall always attempt to repair the defective products before replacing them with new products.

All products and parts that are replaced by Biosis Service Centre become the property of Biosis.

Any emergency service requested by customer will be chargeable.

As per this Warranty, defective products must be repaired and fixed by a Biosis Service Centre otherwise the Warranty will be void and Biosis shall not be liable for any warranty, compensation, reimbursements, claims and damages that may result from the unauthorized service centre.

This Warranty does not cover local/international transport costs and risk associated with transport of your product to and from the Biosis Service Centre.

Repair or replacement of the defective products under this Warranty does not extend or renew the Warranty period. Repair or direct replacement of the product under the terms of this warranty may be fulfilled with functionally equivalent service exchange units.

To avoid damage to or loss / erasure of removable data storage media or accessories, consumers must remove them before submitting their products for Biosis Service Centre. Also, Biosis shall not be liable for the loss of any saved / stored data in products that are either repaired or replaced.

Biosis reserves the right to charge a service fee for out warranty repair / service of any nature and warranty is not applicable to cases other than defects in material, design and workmanship.

The process of repair or replacement of the defective products will only commence upon submitting the defective products for Biosis Service Center.

This warranty does not cover :

1. Periodic checks, maintenance, repair and replacement of parts due to normal wear and tear.
2. Abuse or misuse, including but not solely limited to the failure to use this product for its normal purposes or in accordance with Biosis's instructions on usage and maintenance.
3. Defects results from usage of the product in conjunction with accessories that are not approved by Biosis for use with this product.
4. Failure of the product arising from incorrect installation or use not consistent with the instructions and technical safety standards prescribed in the product user manual.
5. Accidents, Acts of God, lightning, water, fire, public disturbances, improper ventilation, voltage fluctuations or any cause beyond the control of Biosis "Force Majeure".

6. Unauthorized modifications carried out to the product in order to comply with local or international technical standards in countries for which this Biosis product was not originally designed.

7. Damage of the battery caused by overcharging or failure to use in accordance with the specific instructions of core outlined in the product user manual. The batteries are charged by chargers other than those approved by Biosis. Any of the seals on the battery enclosure or cells are broken or show evidence of tampering.

8. The serial number on the product has been altered, deleted, removed or made illegible.

9. Consumables (components that are expected to require periodic replacement during the lifetime of a product such as non-rechargeable batteries, print cartridges, bulbs, inks etc.)

10. Virus infections or use of the product with software not provided with the product or incorrectly installed software.

11. Repair or attempted repairing by bodies who are not Biosis Service Centre.

12. Neglect

Limitations and Exclusions :

If any exclusion is not permitted by the applicable law, Biosis excludes or limit its Warranty only to the maximum extent permitted by applicable law. Any Warranty that cannot be fully excluded will be limited to the duration of this Warranty.

This warranty only covers hardware components of the product and it does not cover software as a separate Warranty is provided or intended to apply, such as end-user license agreement.

Biosis's obligation under this Warranty is to repair or replace products subject to these Warranty terms and conditions.

Biosis shall not be liable for any loss or damage relating to products and service covered by this Warranty, including economic or intangible losses-the price paid for the product- loss of profits,

revenue, data, enjoyment or use of the product, indirect, incidental, consequential loss or damage.

Overseas Products :

"The product" that is not currently sold in your country and/or is not designed to be sold in your country "based on Serial Number" (such personal carry-on, direct purchase overseas).

This product can be repaired, if it is repairable, However the international warranty will not cover costs of shipping to the closest Biosis Service center available to your location

-Biosis Authorized Service Center shall verify if the defect of the product is repairable or not. Repair time can be longer than usual and repair cost will be incurred.

-Some main parts (Mainboard, etc.) which are not available (such as end of production, etc.) are not repairable. Biosis Service Center will replace your product with equivalent specification product disregarding the Physical appearance or Brand labelling within the defined warranty period.

-In case where there is severe difference in terms of production specifications and/or service environment such as bandwidth, voltage, etc., the product is not repairable.

Consumers' Legal Right :

Consumers have legal statutory rights under the applicable national law relating to the sale of consumers products. This Warranty does not affect statutory rights which the consumers may have or those rights that cannot be excluded or limited by national law. Also the consumers might have rights against the person from whom they purchased the product.

This warranty is not transferable. This warranty will be the purchasers' sole and exclusive remedy and neither Biosis nor its service centres listed in this warranty document shall be liable for any incidental or consequential damages for breach of any express or implied warranty of this product.

DISCLAIMER : Biosis shall not be liable for the loss of any saved / stored data in products that are either repaired or replaced.

The above policies are for warranty service and the customer will be responsible for any costs associated with non-warranty conditions. Biosis reserves the right to make final decisions regarding problem determination and the appropriate service option. Exchange units assume the remaining warranty of the original product.