

WHY BUY SUPEREYE

About Supereye Metal Detector

Warranty Policy

1. SATISFACTION GUARANTEE TO ALL CUSTOMERS: 30-DAY MONEY BACK POLICY: Customers should contact Supereye if they

are not satisfied with a product for any reason within 30 days of the invoice date. A 30-day Money Back is guaranteed (Shipping &

Handling and other additional charges, such as the transaction fee 6% of the total amount charged by bank or Credit Card Company,

are not refundable). However, Returned product must be in original packaging, unused, undamaged, and in saleable condition. Proof

of purchase is required in all cases. The 30-Day Money Back Policy does not apply the custom product.

2. LIMITED WARRANTY: All products sold are warranted by Supereye only to customers for: (i) resale; or (ii) use in business,

government or original equipment manufacturer. Supereye warrants products against defects in materials and workmanship under

normal use for a period of TWO (2) year the date of purchase from Supereye, unless otherwise stated. Should the customer have

any problem about the Supereye product, the customer should contact the dealer or Supereye immediately. Supereye will not cover

the defective items in warranty term after the product has been repaired by a third party even if it is within 1 year since the

purchased date.

During the limited warranty period, Supereye may, at its option: (i) repair; (ii) replace; or (iii) refund the amount paid by customer.

Customer must return the product to the appropriate Supereye branch or authorized service location, as designated by Supereye

and pay for the shipping cost. Supereye will cover the shipping cost for the return of the product to customers in 46 states of US and

in Canada within the warranty term. For a RMA item from other offshore regions (Hawaii, Alaska, Puerto Rico, and the U.S. Virgin

Islands) and countries outside of US and Canada, the customer has to pay all the shipping including the return shipping from

Supereye and tax, if any, even for an item within the warranty term. In the event that there are import charges and brokerage

charges in processing repair or replacement of warranted items, the incurred import charges and brokerage charges will be

undertaken by the importer regardless of either party.

3. Warranty Return: Before retuning any product, customer shall: (i) write or call the local Supereye branch from which the

product was purchased; (ii) fill in the Supereye RMA form and provide the date, the original invoice number, the stock number, and

the description of the defect (iii) or report to the dealers and ask them to contact us. Proof of purchase is required in all cases.