

# **Warranty**

## **LIMITED WARRANTY**

CTEK, issues a limited warranty to the original purchaser of the product. Depending on the product the limited warranty period will vary. The limited warranty is not transferable. The warranty applies to manufacturing faults and material defects. The warranty is void if the battery charger has been opened, handled carelessly or repaired by anyone other than CTEK or its authorised representatives. CTEK makes no warranty other than this limited warranty and is not liable for any other costs other than those mentioned above, i.e. no consequential damages. Moreover, CTEK is not obligated to any other warranty other than this warranty.

### **Circumstances that will void the Limited Warranty**

If the product has been opened including if the seal is broken, purposely damaged or in any way modified or altered; products that have been repaired by anyone other than CTEK or its

authorized representatives; products that have been subject to the use of supplies and accessories other than those approved in writing or supplied by CTEK; improper use or non-compliance with installation, commissioning, operation or maintenance instructions (i.e. not according to the operation & installation manual unauthorized modifications, changes or attempted repairs; vandalism, destruction through external influence and/or persons/animals; failure to observe applicable safety standards and regulations; faults caused by fire, water, snow, moisture, or other liquids except as specified for normal use. products where the serial number is defaced, altered or removed; any utilization of a product that is inconsistent with either the design of the product or the way CTEK intended the product to be used; any installation and/or modifications that prevents normal service of the product; normal wear and tear and cosmetic damage such as, but not limited to, corrosion, scratches, dents, rust, stains, non-functional parts such as but not limited to plastics and finishes; damage, fault, failure, imperfection, caused by abuse, tampering, illegal use, negligence,

prolonged use or operation; or faults in any other way caused by the customer/retailer/user.

## **Additional Information**

CTEK makes no other warranty than as set out herein and CTEK shall in no event be liable for any indirect or consequential damages. The faulty product shall be returned with the receipt to the retailer/place of purchase together with a fault description. Goods returned to CTEK will be at CTEK's discretion and only valid with an approved Return Material Authorisation (RMA) Reference Number issued by CTEK to the purchaser. Products sent directly to CTEK without RMA will be returned to the sender at sender's cost. The warranty period for a product is stated in the applicable product user manual delivered with the product. The warranty is only valid if the warranty period has not expired. If the warranty claim of a faulty product is not approved by CTEK, the product will be returned only if the sender explicitly so requests. The customer/retailer/place of purchase will pay the freight. Faulty products will be repaired or replaced with an exchangeable product and returned at the cost of CTEK. If the

warranty period has expired the product will be returned without further investigation at the cost of the customer/retailer/place of purchase. Faulty products will be scrapped by CTEK if deemed not repairable. CTEK reserves the right to vary, modify or change the terms and conditions herein due to change(s) in availability of services, products and/or spare parts or for the purpose of complying with applicable policies, rules, regulations and law, without notice.