

Warranty and Aftersales Policy

First, warranty terms

1) Products only bought from Fartec Group Ltd. formal authorized distributor can enjoy the technical support and warranty services;

2) Within 7 days from the purchasing date, the consumers can choose the replacement or warranty service if the product or its accessories have the performance failure of non-human damage;

3) Within one year from the purchase date, if the product has performance failure caused by non-human damage, consumers is entitled to enjoy free warranty service;

4) Sensors sold by Fartec Group are covered three years warranty. The warranty period of all other products and hosts is one year.

5) If the product fails the performance of non-human damage during the warranty period, consumers can enjoy the free replacement and maintenance service at the original purchase place or at the designated replacement location of Fartec Group;

6) The warranty period should be calculated from the date of invoice issue, and the last day of the valid period should be the statutory holiday. If the next day is public holiday, the next day of holiday will be the valid date;

7) If the product is out of warranty period performance problems, consumers should pay for the repair or replacement service at the original place of purchase or Fartec Group's designated replacement location.

Second, the warranty restrictions

The following restrictions on the warranty apply to the host and all accessories, Fartec Group will cancel its warranty:

1) Without Fartec Group Technology license and authorization, without authorization disassembly and maintenance;

2) The equipment is damaged or malfunction caused by unauthorized modification of the operating system of the equipment without the authorization of Fartec Group;

3) Immersion, broken or improper use of users caused by equipment damage or dysfunction;

4) Over the warranty period, the user needs to be paid to repair the specific circumstances;

5) Warranty certificate and product model does not match or warranty certificate was altered;

6) Failure to use, maintain or maintain in accordance with the instructions for use caused by improper use;

7) Caused by the use of equipment, displays and other components, the main line was intentional damage;

8) The use of incorrect connectors (such as voltage, power strip, charger, etc.);

9) Damage due to force majeure (such as fire, earthquake, lightning, etc.);

10) Other non-warranty provided by law.

Third, service time

Monday to Friday: 08:30 to 12:00 and 13:00 to 17:30

Forth, mail the information

1) If the equipment needs to be repaired, please fill in the following information: contact name, postal address, telephone number, product model, complete description of the problem, and proof of purchase;

2) Please contact the Fartec Group Technology Service Department (service@farsensor.com) to confirm communication before mailing.