

# Fibreplus Warranties

## Terms & Conditions

Last Update: May 2020

### Terms:

1. *Manufacturer's warranty*

Warranty provided by the manufacturer of the product. Separate Warranty Terms and Conditions apply, depending on the product.

2. *Standard Warranty*

Standard manufacturer's warranty extended by Fibreplus, as follows:

- 2.1. EXFO Products – additional 12 months; conditions apply;
- 2.2. INNO Products – additional 24 months; conditions apply;
- 2.3. Other Products – no extension; manufacturer's warranty only;

3. *All-Inclusive Warranty & Service*

Optional warranty and service pack, covering INNO Fusion Splicers only;

### Conditions:

4. Failures due to normal wear and tear are not covered under any warranty;
5. Batteries, Cleavers, Thermal Strippers, AC adapters and other accessories (excluding consumables) are covered under 1-year warranty;
6. Electrodes and Cleaver Blades are considered consumable items, therefore are not covered under any warranty;
7. The period extension under standard warranty applies only if the equipment is handled properly, kept in good condition, and if the following conditions are met:
  - 7.1. INNO Products - the equipment is serviced annually (12 months intervals) by Fibreplus Authorized Centre; and is kept in good condition;
8. Fibreplus reserve the right to invalidate the standard warranty additional period (2.1 & 2.2), should any of the following occur: mishandling, neglect, fire, flood, lightning, corrosive atmosphere, improper installation, unauthorised modifications, misuse;
9. Loan machines offered under any warranty are subject to availability;
10. The All-Inclusive Warranty & Service can be acquired within 12 months of the purchase date of the equipment;
11. Should additional labour be required due to component replacement/adjustments, the All-Inclusive Warranty & Service covers up to 1h of labour.
12. The All-Inclusive Warranty & Service includes:
  - 12.1. 5 annual services (one per 12 months),
  - 12.2. Shipping costs: collection and return of the equipment + delivery and collection of the loan units,
  - 12.3. Up to 1h of labour, should any parts of the equipment require repair/replacement, and be not covered under Standard Warranty;
13. All refurbished/ex-demonstrator equipment is provided with 12 months Standard Warranty (Manufacturer's Warranty conditions apply);