



# EXFO Warranty Terms & Conditions

Last Update: 21/06/2022

## Terms

1. *Manufacturer's Warranty*

The 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. Other Products – no extension; manufacturer's warranty only;

3. *5 Year Warranty*

Warranty given with all new EXFO Maxtesters from 20<sup>th</sup> June 2022 – conditions apply;

## Conditions:

4. Failures due to normal wear and tear are not covered under any warranty;
5. Fibreplus reserve the right to invalidate the standard warranty additional period (2.1 & 2.2 & 3.0), should any of the following occur: mishandling, neglect, fire, flood, lightning, corrosive atmosphere, improper installation, unauthorised modifications, misuse;
6. Loan machines offered under any warranty are subject to availability;
7. All refurbished/ex-demonstrator equipment is provided with 12 months Standard Warranty (Manufacturer's Warranty conditions apply);
8. EXFO products must be serviced & calibrated in accordance with manufacturers recommendations;
9. All services must be carried out by Fibreplus or go through Fibreplus;
10. The 5 Year Warranty includes:

10.1. Warranty covers Manufacturer defects only. Failures due to normal wear and tear, or gross negligence will not covered;

10.2. Service and calibration must be carried out every 12 months in accordance with manufactures recommendations. Failure to keep the unit calibrated will void the warranty. Routine calibrations and services are not included;

10.3. Cost of investigation work not included, if founds not to be covered by warranty;

10.4. The 5 Year Warranty is only valid for original owner of the unit and is not transferable. Fibreplus may require proof of purchase;

10.5. If a claim is made by you, or on behalf of you that is false, fraudulent or exaggerated the unit will not be covered;

10.6 All services & calibrations must go through Fibreplus. To keep the extended warranty