WARRANTY POLICY OF KAYHAN ERTUGRUL MAKINA

- This warranty is in addition to and does not affect a buyer's statutory rights.
- The manufacturer warrants this product to be free from defects in workmanship and materials, under normal residential use and conditions, for a period of twelve (12) months after the sale to the end user.
- The authorized distributor/service is responsible to perform maintenance or repair on the machines. Kayhan Ertugrul Makina grants to supply all the technical information for the solution.
- Parts replaced under warranty shall become the property of Kayhan Ertugrul Makina and the return of those parts for inspection may be requested.
- The cost of carriage of parts supplied under warranty will be paid by the customer.
- When ordering parts under warranty, this must be made clear at the time of ordering, giving the chassis serial number of the machine and the date of purchase. The Warranty Claim shall be submitted through the proper form within and not later than 15 days from the date of damage detection. The form shall be duly filled in by claimer in all its sections, otherwise the claim is void.
- Photographs shall be attached to the claim to prove the type and entity of the damage.
- If buyer claims any kind of technical support/training, supplier will service with the condition that purchaser pay the fee. Fees are travel expenses and accommodation.
- In case of faults, the service report is determined by the report prepared by the company.
- Credit cannot be issued for parts not supplied by Kayhan Ertugrul Makina, or it's distributor, unless there has been prior agreement for the use of those parts. Where such agreement exists the credit given will not exceed the value which would have been invoiced if the parts had been obtained from Kayhan Ertugrul Makina, or it's nominated distributor.

Conditions to be excluded from the warranty are as follows;

- *Damage caused by falling and impacts during loading, unloading and transportation of the product from the delivery date to the consumer,*
- *Damages caused by installations and installations that are contrary to the installation instructions or operating regulations,*
- *Damage due to operation contrary to the instructions in the operating instructions (such as connecting to a wrong mains voltage or current type),*
- *Improper use (equipment or accessories that are not allowed to be used or overloaded) or damage caused by improper use,*
- *Damage caused by non-observance of maintenance and safety instructions,*
- *The introduction of foreign material into the product (sand, stone or dust),*
- *Faults and malfunctions resulting from the use of accessories, supplementary parts or spare parts other than the original parts in the product,*
- *Any work or intervention on the product.*

Buyer Supplier