

GENERAL TERMS AND CONDITIONS OF SALE FOR DISTRIBUTORS/DEALERS

The conventional warranty on products marketed by the Supplier is 24 (twenty-four) months under the **ON CENTER** mode. For the **DabliuTouch only**, the warranty period is 36 (thirty-six) months. The warranty is excluded whenever the defect is due to improper use of the product by the Customer or End-user.

The Supplier, except in cases of fraud or gross negligence, will not be responsible for direct or indirect damages or loss of profits resulting from improper use or inability to use the products by the Customer or End-user.

Different types of warranty provision and its duration may be agreed upon by the parties. In no case, however, will the Supplier be responsible for indirect damages or loss of profit the Customer may suffer due to defective products, such as, but not limited to, order cancellations, penalties, sanctions, or any type of compensation.

If claims or demands are made by customers or third parties regarding defects or quality issues of the products, the Customer must refrain, under penalty of expiration of this Warranty, from making admissions, acknowledgments, or offers of any kind.

The Customer will indemnify the Supplier against any disputes with the end user and will take responsibility for verifying, in advance, the accuracy of the system configuration, its functionality with the applications to be installed, with the operating systems used, and with the hardware to be connected or implemented.

The warranty will not apply, in any case and as an example, if the following issues are found:

- Incorrect storage, preservation, and maintenance methods of the product.
- Incorrect assembly, installation, and configuration methods.
- Tampering or direct attempts to repair or modify the product.
- Normal product wear and tear resulting from its use.
- Non-payment of current and future supplies by the Customer.

Any requests for assistance or replacement due to damage caused during transport will only be accepted if the delivery document was accepted with a specific reservation (description of the damage found on the proof of delivery) and the communication was made no later than **7 days from the receipt of the goods**. This condition applies to insured shipments for which the Buyer specifically requested insurance. Otherwise, the Supplier will not be responsible for damages caused by the carrier.

The Distributor is entitled to a warranty replacement within 8 days from the date the goods were sent to the Dealer (upon submission of appropriate supporting documentation).

To request assistance and initiate a service claim, fill out the **RMA request form** available on the website and send the completed form, along with the **purchase proof (DDT or Invoice)**, to the email address **supporto@waceboeurope.com**.

The service claim will be active once the Buyer receives the authorization number via email. Unauthorized shipments will be returned to the sender. Products must be packaged in their original packaging. If the Buyer does not have the original packaging, they must request instructions on how to prepare the goods for transport (any repackaging costs will be charged upon delivery). Wacebo Europe Srl will not be responsible for damages resulting from transport if the material is not adequately packed.

Upon receipt of the packages, the WACEBO customer service representative will prepare a detailed list of the contents of the received package and check its physical condition. This list can be provided to the customer upon request as evidence in case of disputes.