



Marbed Warranty policy

rev. 0 (June 2012)

Marbed will repair or provide a replacement, at its discretion, for any part of any product manufactured by Marbed, or for the entire product if it is determined by Marbed to be defective in materials and/or workmanship within two years of the distributor's original date of sale, provided:

1. The product has been used in accordance with the instructions provided.
2. No repairs have been made without written factory authorization.
3. Proof of Purchase is provided.
4. The product is under original ownership.
5. The product has not been abused, misused, or altered.
6. The complete product is delivered, properly packaged and freight paid, to Marbed.

Conditions that void the Marbed product warranty:

1. **Physical damage or alterations to the product.**
2. **Repairs or adjustments made without written Marbed authorization.**
3. **Damage caused by improper use of the product.**
4. **Damage caused by improper installation of the product, if applicable.**
5. **Damage caused by negligence.**
6. **Damage caused by improper packaging of products being returned to Marbed.**
7. **Missing or modified product labels, if applicable.**

Limitations of the Marbed product warranty:

1. **The maximum liability of Marbed under this warranty shall not exceed the contract price of the product prior to installation or use.**
2. **The Marbed warranty does not include the cost of installation or removal of the product or part.**
3. **The Marbed warranty does not compensate the buyer for travel expenses for any party affecting repairs.**
4. **The Marbed warranty does not compensate the buyer for shipping expenses for shipping the product to Marbed, though if warranty eligibility is verified, Marbed will pay freight charges (Marbed will select the carrier) to return the repaired or replaced product to the original buyer.**

Procedure to request warranty consideration:

1. Contact the Marbed Service Department (email: support@marbed.com or fax +39 0270102667 or phone +39 02714984).
2. Request an RGA number (Return Goods Authorization) to return a product for warranty consideration.
3. Package the complete product carefully for return to Marbed. Do not return parts of a product for warranty consideration; we must evaluate the complete product in order to make a warranty eligibility determination.