

HTC INSTRUMENTS LIMITED WARRANTY, RETURNS & REFUNDS

LIMITED WARRANTY

HATCO INDUSTRIES ("**HTC Instrument**") warrants its products, if properly used, to be free from defects in material and workmanship for a period of time detailed below from the date of HTC Instruments' invoice. This limited warranty applies only to the original purchasers of HTC Instruments' products who are direct customers or distributors of HTC Instruments ("**Customer**").

HTC Instruments products:** HATCO INDUSTRIES provides a One-year warranty on its products against manufacturing defects only. This limited warranty includes advance part replacement service covering a period of 1 year from HATCO INDUSTRIES (HTC Instrument) invoice date.

Upon expiration of the one-year warranty, general technical support including, but not limited to, general requests, phone support, shipping and handling, labour specifically associated with the repair or replacement of out-of-warranty parts for which additional service charges will apply.

If returned products are: a) within the warranty period, b) accompanied by the proper Invoice and c) defective as determined by HTC Instruments; HTC Instruments will, at its discretion: 1) repair the defective product within 30 working days, 2) replace the defective product with a refurbished product or 3) issue a credit to the Customer for the current value of the product. For purposes of this Limited Warranty, "refurbished" means a product or part that has been returned to its original specifications. HTC Instruments has no obligation to repair or replace parts beyond the one-year warranty period; however, HTC Instruments may repair or replace provided that 1) Customer pays for the cost of obtaining the part(s) and 2) the part(s) are available for purchase.

WARRANTY VOID CONDITIONS

This limited warranty does not cover any failure(s) or defect(s) caused by misuse, accident, abnormal or unusually heavy use, improper packaging or handling, neglect, abuse, alteration, improper installation, unauthorized repair or modification, improper testing or causes external to the product such as, but not limited to, excessive heat or humidity, power failures, power surges or acts of God. This limited warranty will be void if evidence is seen of the product being tampered with, evidence of repair work performed or damage caused by a party other than HTC Instruments. This limited warranty does not cover expendable components, any experimental or developmental products, compatibility issues with other hardware and software products introduced after the time of purchase, or products or accessories not manufactured by HTC Instruments or any product distributed as free samples or for any sort of promotional use. Under no circumstances will HTC Instruments be responsible for other costs associated with product replacement or repair, such as labour or other costs incurred by the Customer.

REPLACEMENT CONDITIONS

All product replacements are subject to quantity available in HTC Instruments stock. If HTC Instruments does not have stock to replace the returned products, HTC Instruments shall have at least 45 days to manufacture and replace the returned products.

OUT-OF-WARRANTY

SERVICE - Upon expiration of the aforementioned limited warranties, HTC Instruments may provide additional services up to 2 years from the date of expiration subject to additional charges. HTC Instruments shall have the option to replace defective products with refurbished or functionally equivalent products in the event that HTC Instruments determines, in its sole discretion, that a repair is impracticable. Customer shall pay for all shipping, service, parts, and other charges associated with out-of-warranty services.

CANCELLATIONS

Orders once placed cannot be cancelled.

DISCLAIMER OF WARRANTY

Except as specified in this warranty, HTC Instruments' disclaims all other warranties, express or implied including, but not limited to any implied warranties of merchantability or fitness for a particular purpose. To the extent an implied warranty cannot be excluded, such warranty is limited in duration to the express warranty period.

LIMITATION OF LIABILITY

HTC Instruments' liability under this, or any other warranty, implied or express, is limited to repair, replacement or refund. In no event will HTC Instruments' be liable for indirect, special, incidental, or consequential damages however caused and regardless of the theory of liability including, but not limited to, lost profits, downtime, goodwill, damage to or replacement of equipment and property, and any costs of recovering, reprogramming, or reproducing any document or data stored in or used with a system containing this product. Some states or jurisdictions do not allow limitation or exclusion of consequential or incidental damages thus the above limitation may not apply.

PRODUCT RETURNS

In the event that a product needs to be returned to HTC Instruments for warranty service, the Customer must first supply the product serial number to HTC Instruments. The product serial number must be clearly printed/Visible on the Meter body and outside of the box in which the product is returned. HTC Instruments will not accept any shipment without a product serial number.

HTC Instruments reserves the right to request the total cost of the replacement products or the actual products itself if HTC Instruments later determines it to have sustained damage through actions of the Customer.

RETURN FOR CREDIT

Defective or damaged Products may be returned for credit within 7 days from HTC Instruments' invoice date or date of delivery whichever is later. Credit will only be issued if returned products are in brand new condition. HTC Instruments shall not refund any amount if the product arrives with an incomplete package. HTC Instruments will allow a 10-day period for shipment of a returned product to reach HTC Instruments.

RETURN PROCEDURE

Acquiring Warranty/ Return Service

Should the product prove to be defective within the warranty period, return the product and HTC Instruments will, at its option, repair or replace the product, to whatever extent HTC Instruments deems necessary to restore the product to proper operating condition, without any charge to you.

If you purchased the product from an Authorized HTC Instruments Reseller, contact the Reseller with the product's serial number. Your Reseller will contact HTC Instruments, on your behalf, to arrange for the unit to be serviced.

If you purchased the product directly from HTC Instruments, or have been instructed by your Reseller to contact HTC Instruments directly or Email, call/Email the Customer Service Department for your return/ repair request.

When calling for service at our repair facilities, please be prepared to give the following information:

Customer ID

Product's type

Brief description of problem

Serial Number and/or Date Code and/or dated Proof-of-Purchase.

(Serial numbers and/or date codes are found in various places on our products. Please have your unit in hand when you call, and a representative will help you find the number or date code.)

If your equipment is still covered under the initial end user's product warranty, please notify the Customer Service Representative when you call. Place the product in its original packaging with a copy of your original invoice to avoid possible service delays and ship the product prepaid to the appropriate address. Please ensure that the product serial number is clearly visible on the address label.

You have 7 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging. Your item needs to have the receipt or proof of purchase (email invoice will also be considered valid).

REFUNDS

Refunds will be accepted only in case of wrong products being delivered or the product is no longer available. In all other cases the aforesaid terms and conditions shall apply.

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you of the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your bank account or original method of payment. You will receive the credit within a month, depending on your card issuer's policies. The refund will be done within 15 business days from the date HTC Instrument receives the product.

NOTE

For customers who purchased products from any retail stores/authorized distributors, please refer to terms and conditions of return/refund shall be as per their terms of sale.