

# 2-year commercial warranty on Nexelec products

## — 01. Warranty

For all new products, the seller offers professional buyers a commercial warranty covering material defects and functionalities for which the product was designed, and which render it unfit for use.

This warranty applies for a period of two years from the date of purchase indicated on the invoice, subject to handling, conditions of use and maintenance complying with the seller's recommendations contained in the user manual. It does not constitute insurance and does not apply in the event of apparent defects. It does not apply in the event of normal wear and tear, deliberate deterioration, negligence, modifications, poor storage conditions, or failure to comply with mounting, maintenance and use instructions. Malfunctions caused by dust and/or insect infestation are considered normal wear and tear and are not covered by the warranty. For products with replaceable batteries, the warranty does not apply in the event of malfunction of the product due to a battery defect or a lack of battery life.

In the event of a defect confirmed by NEXELEC, the only obligation under the warranty is, at the seller's discretion, to repair or replace the defective product free of charge. This commercial warranty also covers labor costs. The seller is not obliged to pay any compensation for downtime during the warranty period.

## — 02. After-Sales Service

To benefit from the contractual warranty, in the event of a product defect, the purchaser must send an e-mail to [support@nexelec.fr](mailto:support@nexelec.fr) with the dated purchase invoice, the product reference and date of manufacture, and a description of the defect. A return number will be assigned and the shipping address communicated. Shipment to the After-Sales Service is at the buyer's expense.