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Warranty Policy-Southeast Asia

Note:

This policy only applies to territory of Southeast Asia, include Brunei, Cambodia, East Timor, Indonesia, Laos, Malaysia, Burma, Philippines, Singapore, Thailand and Vietnam.

Weice provide 18 months warranty, all broken components except the consumables shall be replaced free of charge during warranty, the damage caused by careless or incorrect operation is not subject to free service.

During Warranty Period, Weice:

1. Respond to customer's feedback in 24hours, provide effective solutions in 48hours.
2. Provide technical support by telephone, fax and email **free of charge**.
3. If the malfunction is caused by substandard components, we deliver new components to customers:
 - 3.1 Deliver replacement components in 48hours if such components have stock, **free of charge**.
 - 3.2 Deliver replacement components in 72hours if such components don't have stock, **free of charge**.
 - 3.3 Delivery shall be carried by DHL, TNT, FedEx or UPS. And **Weice cover all freights**.
4. If the malfunction is caused by structural faults, functional faults, design faults and manufacturing faults, Weice send **brand new chamber** to customer.
5. If the malfunction is caused by careless or incorrect operation, Weice deliver replacement components subject to Clause 3 except material costs and freight will be charged.

After warranty period, Weice:

1. Respond to customer's feedback in 24hours, provide effective solutions in 48hours.
2. Provide technical support by telephone, fax and email **free of charge**.
3. All malfunctions no matter what are the reasons will be supported by Weice in according to below clauses:
 - 3.1 Deliver replacement components in 48hours if such components have stock, **component's costs will be charged in advance**.
 - 3.2 Deliver replacement components in 72hours if such components don't have stock, **component's costs will be charged in advance**.
 - 3.3 Delivery shall be carried by DHL, TNT, FedEx or UPS. **Freights will be charged in advance**.

Visiting to customer's site is available in life-time, but reasonable costs will be charged upon mutual negotiation.

Please refer **Warranty Policy-North American** if you are in Canada, USA and Mexico.

Please refer **Warranty Policy-China** if you are in Chinese Mainland.

Weice reserves the right of final explanation of this policy, should you have any question please contact us at info@weicetestinginstrument.com