

REPLACEMENT GUARENTEE POLICY

These terms and conditions form the replacement guarentee policy (warranty). Please read this document carefully to make sure it is acceptable to you and your company.

Your warranty provides cover against faults and breakdown within the warranty period.

The majority of our equipment comes with 1 year warranty, with the exception of tapes and batteries. If you need a special warranty period, you can ask your contact person for an extended warranty. Please note that the extended warranty can be extended for a maximum of 3 years and in most cases it incurs an extra cost. It must also be purchased at the same time as the original Purchase Order. We pride ourselves in delivering fully functioning equipment, so you do not have to worry about the quality of a refurbished part, if not new. In the event a faulty part or a part that stops working within its warranty period, simply go to our website and use our easy online RMA form to process your claim. <https://www.epoka.com/rma>.

If your purchased Item is faulty or stops working with its period of warranty, we will replace it with an item that is the same make and model as the one listed on your purchase order. If we cannot do this, you will be given a choice of make and model with an equivalent specification.

Where a replacement is not possible, we reserve the right to reimburse the original cost of the item with a credit-note.

This warranty does not provide cover where your purchased Item has been lost (for any reason).

This warranty does not provide cover where your purchased Item has been damaged as a result of failure to follow the manufacturer's instructions including (but not limited to) incorrect or inadequate assembly of the purchased Item and not routinely maintaining the purchased Item (e.g. cleaning).

This warranty will not cover any damage that does not impair the function or performance of the purchased Item. For example, it will not cover your purchased Item for scratches, dents or similar where your purchased Item still works as expected.

The start date of your warranty is the date on your invoice

Your claim will be assessed and if accepted, we will arrange for a replacement item to be delivered. We may, at our discretion, take possession of the purchased Item and dispose of it. However, if we choose not to exercise this option, you will be responsible for disposing of the purchased Item and any associated costs.