

Extent of warranty cover

Our product warranty covers product failures caused by **faulty materials or components and/or manufacturing defects**.

In this sense, failure means complete or partial failure to function and/or product performance not meeting our technical specifications as a result of normal use and where the issue concerned **can not** be attributed to:

- the product being operated outside our recommended environmental limits;
- the product having been modified or transformed in any way by the Purchaser following delivery;
- the product being damaged as a result of connection to incompatible, badly-configured or faulty external equipment such as winches, surface modules and electrical generators;
- negligence or inattention on the part of the Purchaser in terms of routine maintenance and/or calibration where such tasks and procedures can be reasonably considered as being the responsibility of the Purchaser on an ongoing basis;
- normal deterioration over time of parts that are subjected to operational wear and tear;
- accidental damage occurring during borehole logging operations or at other times.

Remedial action

At our discretion, and at no cost to the Purchaser, a faulty product accepted as meeting our warranty conditions may either be:

- repaired with the parts required to return it to full operating condition;
- replaced with a new, equivalent product.

Warranty period duration

Our standard product warranty period is **twelve calendar months** counted from the shipping date of the product.

A repair or replacement carried out under warranty does not give rise to an extension of the original warranty period.

Extended warranties can be offered for certain products - please contact your LIM Logging sales representative for more information.

Warranty claim procedure

In the first instance, the Purchaser wishing to **make a claim** under the product warranty should send full details of the issue by email to the address electromind@lim.eu.

If the issue can not be resolved satisfactorily with the product remaining at the Purchaser's location, the Purchaser should make arrangements for the shipment of the product(s) concerned to our premises in Rodange, Luxembourg. **The costs of this transport, and any associated customs or other import charges, are borne by the purchaser.**

On receipt, the returned product will be assessed by LIM Logging technical personnel as to its compliance with our warranty terms and conditions.

If the returned product complies with these terms and conditions, repair or replacement will be carried out free of charge to the purchaser. In this case, the return shipment of the repaired or replacement product will be borne by ourselves.

In case of non-compliance

If, in the opinion of our technical personnel, **there is a justifiable reason** (or reasons) to refuse repair or replacement under the warranty, a detailed repair quotation will be provided and submitted to the Purchaser for approval. In this case, following the repair of the product at the purchaser's expense, **the return shipment costs will also be the responsibility of the Purchaser.** Should the Purchaser decline the proposed repair and fail to organise the return shipment of the concerned item(s) back to their location **within 1 calendar month of receiving the proposal**, LIM Logging then reserves the right to dispose of the concerned item(s) in such a way as it sees fit.

Legal jurisdiction

Any dispute arising out of the interpretation or application of these warranty conditions will be decided within the **jurisdiction of the Grand-Duchy of Luxembourg.**