



Extent of warranty

The LIM LOGGING warranty covers product failures caused **by defective parts or components and/or manufacturing defects**.

In this sense, a failure means a total or partial failure of the operation and/or performance of the product not meeting LIM LOGGING's technical specifications as a result of normal use and when the problem concerned cannot be attributed to :

- use of the product outside recommended environmental limits;
- modification or transformation of the product by the Buyer after delivery in any way whatsoever;
- damage resulting from connection to incompatible, incorrectly configured or faulty external equipment such as winches, surface modules or electrical generators;
- negligence or carelessness on the part of the Buyer in terms of routine maintenance and/or calibration when such tasks and procedures can reasonably be considered to be his responsibility;
- normal deterioration over time of parts subject to operating wear and tear;
- accidental damage during logging operations or at other times.

Corrective measures

At LIM LOGGING's discretion, and at no cost to the Purchaser, a defective product accepted as meeting warranty conditions may be :

- repaired with the parts necessary to restore it to perfect working order ;
- replaced by a new equivalent product.

Duration of warranty period

The standard warranty period for LIM LOGGING products **is twelve calendar months** from the date of shipment.

Repair or replacement under warranty does not extend the original warranty period.

Extended warranties may be available for certain products - please contact your LIM LOGGING sales representative for further information.



Warranty request procedure

In the first instance, the Purchaser wishing to make a claim under the product warranty must send full details of the problem by e-mail to [.electromind@lim.eu](mailto:electromind@lim.eu)

If the problem cannot be satisfactorily resolved with the product remaining with the Buyer, the Buyer must arrange to have the product(s) concerned shipped to the LIM LOGGING factory in Rodange, Luxembourg. **The costs of this shipment, as well as any customs or import duties associated with it, are to be borne by the purchaser.**

Upon receipt, the returned product will be evaluated by LIM Logging's technical staff as to its compliance with the terms and conditions of warranty.

If the returned product complies with these terms and conditions, the repair or replacement will be carried out free of charge. In this case, the return of the repaired or replacement product will be at LIM LOGGING's expense.

In case of non-conformity

If, after advice from LIM LOGGING's technical staff, **there is a justifiable reason(s)** for refusing repair or replacement under warranty, a detailed repair estimate 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 costs will also be borne by the purchaser.** If the purchaser refuses the proposed repair and fails to organize the return of the item(s) concerned **within one calendar month of receipt of the proposal**, LIM LOGGING then reserves the right to dispose of the item(s) concerned as it sees fit.

Competent jurisdiction

Any dispute arising from the interpretation or application of these warranty conditions shall be settled by the **courts of the Grand Duchy of Luxembourg.**