

WARRANTY TERMS

Uptaded on 28/09/2023

1. Warranty terms

Your statutory rights are not affected by the terms of DELTA DORE's warranty.

DELTA DORE products have the benefit of a contractual warranty starting on the date of purchase of the products, and whose duration is stated below. In case of non-production of the sale invoice, the warranty period is considered to have started at the date of manufacture shown on the products, the duration of the warranty is indicated on the product sheets available on the site, at the following address: <https://www.deltadore.co.uk/>.

To activate the warranty, the purchaser must, at its own expense and risk, send the product concerned in its original packaging or, in default, in similar packaging, together with the sale invoice to its retailers/distributor.

Under this warranty, DELTA DORE shall, at its option and after examination of the item concerned in the claim, refund the price of the product or replace the product with an identical one, and shall not pay any damages covering direct, indirect or consequential losses.

Loss of use of the product during After-Sales Service shall not be compensated.

The warranty applies provided the product has been handled properly for its intended use and in accordance with the installation instructions.

In case of replacement, the warranty will continue from the date of original purchase.

2. Warranty exclusions

The warranty does not cover for the losses consequent in nature.

Exclusions to the warranty include:

- a) Products with a specific manufacturer's warranty.
- b) The products is being used for commercial purpose.
- c) normal wear and tear of the product, or any negligence or improper or non-compliant use, modification or repair of the products by the purchaser.
- d) changes in mobile network coverage
- e) service calls following :
 - accidental damage (lightning, sudden voltage variations, etc),
 - modifications made to the equipment other than in DELTA DORE premises, especially modification or change of the specifications if such modification or change was requested by the purchaser
 - handling or connection errors during assembly,
 - damage following breakage or impact, and
 - generally, any abnormal use or use other than that for which the equipment was made.
- f) The products does not function properly because it was not originally designed, manufacture, approved and/or authorizes for the country where you use the products
- g) batteries and accumulators.

DELTA DORE shall not in any circumstances accept liability for commissioning of an installation.

3. Warranty for non-DELTA DORE products

Technical liability for products sold for a manufacturer is limited to that of a distributor and may not be substituted for that of the manufacturer. In such case, the warranty and repair are the liability of the manufacturer.

4. DELTA DORE product regulatory manuals

The regulatory manuals for Delta Dore products are available below for reference or downloading.

[WIRELESS PRODUCT REGULATORY MANUAL >](#)

[HARD-WIRED PRODUCT REGULATORY MANUAL >](#)