

HT – REPAIR SERVICE

1. Manufacturer's warranty

HT ITALIA SRL guarantees the repair free of charge, for one year from the date of the sales invoice, of all instruments and their included accessories that have manufacturing defects attributable to the manufacturer.

The complaint relating to product defects is accepted only if the customer has respected the HT ITALIA SRL general sales conditions and has used and stored the instrument in accordance with what is indicated in the user manual.

2. Manufacturer's warranty service

During the period of validity of the warranty service, any repair or maintenance of the instrument will be totally free of charge.

This includes shipping, labor and packaging, repair or replacement of all defective parts, and final testing.

3. Products out of warranty

At the end of the period of the "MANUFACTURER'S WARRANTY" service, HT ITALIA SRL will make a cost estimate for all repairs or replacements.

For instruments out of warranty, an amount corresponding to the maximum damage that the instrument may have suffered will be indicated in the repair quote. Should the cost of the repair be lower than the repair quote, only the actual cost will be invoiced. If the instrument is irreparable, it will be replaced with a new or refurbished unit (or an equivalent unit in the case of obsolete instruments) at the maximum cost indicated in the estimate.

A 90-day warranty is provided on repairs, replaced spare parts or replaced instrument.

4. Estimate

Only after the acceptance of the estimate received by the customer via email, HT ITALIA SRL will start the offered assistance activity.

The accepted estimate is to be considered valid in all respects without the possibility of cancellation.

It is understood that HT ITALIA SRL reserves the right to repair or replace the instrument with an identical product or with similar characteristics and performances.

The estimates for the calibrations / calibration reports are intended for the instruments considered to be fully functional, if problems are found during the pre-calibration verification activities, a new estimate will be issued with the repair costs

5. Payments

At the end of the repair, the invoice will be sent to the customer, if the invoice is still unpaid after 6 months from the repair, HT ITALIA SRL reserves the right to dispose of the instrument or, at its own expense, will dump it.

6. Replaced spare parts

Once repaired, HT ITALIA SRL will not return the replaced spare parts and, in compliance with the WEEE legislation, will arrange for disposal at its own expense.

7. Partial repairs

Partial repairs will not be carried out.

8. Validity

The conditions listed in this "repair service regulation" may be subject to variations and are valid for estimates issued from the date of this regulation and up to any modification thereof.

Version 2. 02 of 07/03/2025