

Warranty

Warranty Period:

Warranty period of Robustel products is subjected to local legislation or individual commercial agreement.

Warranty Scope:

Product warranties remain valid, provided that the product was properly installed and used.

Warranty will be void if product warranty sticker or serial numbers are removed or defaced. Warranties do not apply to products that have been subject to abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized repair, misuse, neglect, accident, alteration, improper installation or other acts which are not our fault, including damage caused in shipping. Our warranty also does not apply to any product that has been damaged by external causes such as fire, flood, sand, dirt, lightning, and exposure to weather, acts of God, battery leakage, theft, blown fuses, improper use of any electrical source or connection to product not recommended in writing for interconnection by us.

Repair Charges:

Within warranty period and scope: Robustel will replace or repair free of charge the defective products. Robustel will collect charges for causes which are beyond the warranty scope.

After the warranty period has expired: Robustel will charge for inspection service and other necessary material and labor cost.

Shipping Charges:

All customers are responsible for freight charges of returning products to Robustel and agree to insure the product or assume the risk of loss or damage during shipment. Robustel will cover freight charges for returning your item back to you if the item's warranty period has not expired; custom clearance charges, customs tax, etc. in the destination will be covered by the customers. Repaired items will be returned by UPS or DHL economy express. If the warranty has expired, customers will cover two-way shipment charges.