



## Warranty

(North America only)

Friendlyway AG of Munich Germany warrants the components of their products, against any defect in materials and/or workmanship for a period of 24 months from the shipping date.

Friendlyway AG provides a 24 month return-to-depot or self service warranty for products under the following conditions:

1. Warranty Registration must be completed and presented with the purchase invoice when warranty service is requested.
  - a. Friendlyway maintains right to refuse warranty service if the registration and purchase invoice are not available.
2. Repair or replacement of friendlyway products is offered within warranty period.
3. Return to Depot shipment fees are the responsibility of the customer.
4. friendlyway's product warranty will be waived if:
  - a. Product has been modified or altered in a manner inconsistent with standard usage
  - b. Product has been damaged due to abuse, misuse, or negligence, accident, fire, flood wind, earthquake or other acts of God.
  - c. Product serial number or date code has been removed or defaced.
  - d. Friendlyway reserves the right to issue and cease this warranty based on review of uncertain or doubtful product defect causes.

### Limitation of Liability

In no event shall friendlyway AG be liable for loss of profits, loss of revenue, loss of data loss of use or incidental, indirect, special, consequential or other similar damages arising out of product defect.

### Shipping Damage:

Should product be damaged during shipment, the following is required:

1. Contact shipping company before driver leaves delivery site. Make note of damage on delivery receipt document.  
take photos of damaged packaging and product. Keep all packaging for inspection by shipping and insurance company.
2. Contact your Friendlyway representative

Friendlyway reserves the right to change warranty terms and conditions without prior notice.

Extended warranty, onsite service and scheduled maintenance are available only at time of purchase.

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