

WARRANTY PERIOD

All Topcom products have a 24 month's warranty. The warranty period always starts on the day the new product is purchased by the end-user.

Batteries

There is no warranty on standard or rechargeable batteries (AA/AAA type).
For battery packs the warranty is limited to 6 months.

WARRANTY CONDITIONS

Conditions for a valid warranty:

- A copy of a valid Proof Of Purchase (POP) is mandatory. The POP has to mention the exact purchase date and the product model.
- The product should comply to the warranty conditions mentioned in the user guide*
- The product should not have any physical or liquid spillage damage.

*See Annexe A

DEFECTIVE ON ARRIVAL (DOA)

During the first month after the purchase data a product falls under the DOA warranty. Within the DOA warranty the products will be exchanged free of charge. DOA products have to be returned complete and in the original packaging and have to show a technical defect. Products that are not returned in the original packaging will not be accepted as DOA. The standard Topcom warranty conditions remain at all time valid, even in case of a DOA.

WARRANTY HANDLING

In case of a defect or problem with the product go back to the shop where you bought the product.



TOPCOM WARRANTY

WARRANTY PERIOD

The Topcom units have a 24-month warranty period. The warranty period starts on the day the new unit is purchased. The warranty is only valid for the first buyer of the product and is not transferable. Topcom does not give any warranty on standard or rechargeable batteries (AA/AAA type). Consumables and accessories or defects causing a negligible effect on operation or value of the equipment are not covered. The warranty has to be proven by presentation of the original or copy of the purchase receipt, on which the date of purchase and the unit-model are indicated.

WARRANTY HANDLING

In case of a defect or problem with your product return to the shop where you bought this product. Topcom will at its discretion fulfill its warranty obligations by either repairing or exchanging the faulty units or parts of the faulty units. In case of replacement, color and model can be different from the original purchased unit.

The initial purchase date shall determine the start of the warranty period. The warranty period is not extended if the unit is exchanged or repaired by Topcom or its appointed service centers.

WARRANTY EXCLUSIONS

Damage or defects caused by incorrect treatment or operation and damage resulting from use of non-original parts or accessories not recommended by Topcom are not covered by the warranty.

Topcom cordless phones are designed to work with rechargeable batteries only. The damage caused by the use of non-rechargeable batteries is not covered under warranty.

The warranty does not cover damage caused by outside factors, such as lightning, water and fire, nor any damage caused during transportation.

No warranty can be claimed if the serial number on the units has been changed, removed or rendered illegible.

Any warranty claims will be invalid if the unit has been repaired, altered or modified by the buyer or by unqualified, non-officially appointed Topcom service centers.

