

Warranty Policy – Vortex Distributors LTD

Effective Date: 1/11/2021

1. Warranty Coverage

Vortex Distributors LTD ("Company") provides the following warranty coverage for all its products:

1.1. Limited Warranty

Company warrants that the Product is free from defects in materials and workmanship for a period of 2 years or as stated on our website from the date of purchase by the original purchaser ("Warranty Period"). This warranty is subject to the terms and conditions outlined in this Warranty Policy.

1.2. Exclusions

This warranty does not cover:

- a) Normal wear and tear.
- b) Damage caused by misuse, abuse, negligence, or accident.
- c) Unauthorized modifications or repairs.
- d) Improper installation, maintenance, or use of the Product.
- e) Damage resulting from exposure to extreme conditions or corrosive environments not recommended in the Product documentation.

2. Warranty Claims

2.1. Procedure

To make a warranty claim, the original purchaser must:

- a) Contact our Customer Service Department at sales@vortexdistributors.com or 0800 102 335 within the Warranty Period.
- b) Provide proof of purchase (original sales receipt or invoice) either from Vortex Distributors to reseller or reseller to end user.
- c) Describe the defect or issue in detail.

2.2. Evaluation

Company will assess the warranty claim based on the provided information. If the claim is approved, Company will, at its discretion:

- a) Repair the defective Product.
- b) Replace the defective Product with a new or refurbished one.
- c) Provide a refund of the original purchase price.

2.3. Shipping

This warranty is a “back to base” warranty, meaning the original purchaser is responsible for the cost of shipping the Product to Company for warranty evaluation. Company will cover the cost of shipping for repaired or replaced Products back to the customer.

3. Limitation of Liability

To the extent permitted by applicable law, the remedies provided in this warranty are the sole and exclusive remedies available to the original purchaser. Company shall not be liable for any incidental, consequential, or indirect damages, including but not limited to, loss of profits or revenue, arising from the use or inability to use the Product.

4. Disclaimer

This warranty is in lieu of all other warranties, whether express or implied, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

5. Governing Law

This warranty policy shall be governed by and construed in accordance with the Consumer Guarantees Act. Any dispute arising out of or related to this warranty policy shall be subject to the exclusive jurisdiction of the courts located in [Your Jurisdiction].

6. Contact Information

For warranty claims or inquiries, please contact:

Vortex Distributors LTD

sales@vortexdistributors.com

0800 102 335

This Warranty Policy is subject to change without notice. Please refer to the Company's website or contact Customer Service for the most up-to-date warranty information.