

Sievert Warranty Claims – Coverage and Procedure

1. Coverage

It is imperative that the customer *without delay* reports all suspected product problems to Sievert AB. Sievert AB retains the right to disapprove claims on a product if reported too late for Sievert to initiate preventive and containment actions.

Sievert AB

- Warrants that products sold are free from defects for a period of 12 months from date of invoice.
- Warranty does NOT cover claims reported to Sievert AB on products older than 13 months from date of invoice.
- Claims have to be reported in writing BM-06 to Sievert AB within a month after having received the claims from the customer. Claims older than one month will not be approved by Sievert AB.
- Warranty is limited to customers of Sievert AB, i.e. companies or persons having bought the claimed product from Sievert AB and paid in full for it to Sievert AB. Sievert AB has no warranty obligations to customers of customers.
- Has no liability for any direct, incidental, special, or consequential damage resulting from any defect product, save and except for such damages that are covered by the Sievert AB's worldwide Product Liability Insurance.
- Warranty applies only to defects that appear under the conditions of operations provided for by Sievert AB and under proper use. In particular the warranty shall never be deemed to cover defects arising from faulty maintenance or from alterations carried out without the consent of Sievert AB in writing or from repairs carried out improperly by the customer or his customer. Moreover, the guarantee does not cover normal deterioration or parts subject to wear or tear.
- Retains the right to decide if a claimed product falls under warranty or not.
- Sole obligation is to credit the price the customer paid for the approved claimed parts or entire product. Sievert AB decides which method to use.
- Debit notes from customers are not accepted. Nor does Sievert AB accept that the customer makes deductions in payments to Sievert AB.

2. Distributor and Subsidiary responsibility

- Sievert AB is responsible only for handling warranty claims from customers of Sievert AB. Distributors and Subsidiaries are fully responsible for handling warranty claims from your customers.
- Train your customers and provide them with spare parts to make minor repairs. After repair, the product must be checked to function as intended before being returned to owner.
- Check each complaint and assess if the product falls within the warranty limits.
- Labor cost for minor repair mentioned above at your own expense.

3. How to report Claims to Sievert AB

If you have NOT bought the claimed product from Sievert AB you must file your claim with the company or person that sold it to you. Sievert AB accepts only claims from customers having bought the claimed product from Sievert AB and paid in full for it to Sievert AB.

To register a claim, the customer must fill out and send to Sievert AB a “Defective Product Information Form BM-06”. Sievert AB strongly urges the customer to do this without undue delay. Send it by Fax to

+46 8 629 22 66

Be prepared to prove that the claimed product has been bought from Sievert AB within 13 months from date of invoice.

In response to the “Defective Product Information Form BM-06”, Sievert AB will inform the customer if processing of the claim will require that the claimed product be returned or not.

You can download the “Defective Product Information Form BM-06” from www.sievert.se or order it from the fax number above.