

WARRANTY & GENERAL CONDITIONS

All products manufactured by GRUPPO STROLA Srl are guaranteed against malfunction due to manufacturing defects for a period of **1 (one) years from the date of delivery**. *Extended period can be provided on request.*

The warranty does not cover parts subject to normal wear and tear, and consumables, including:

- Filters, pre-filters and consumables
- Light bulbs
- Fuses
- Thermal cutouts (switching components)
- Electrical fan components
- Any claims for malfunction, manufacturing defects or quality of the product must be made to GRUPPO STROLA Srl in writing no later than 8 (eight) days from their discovery in case of concealed defects, on pain of voiding the warranty.
- For the claim to be considered valid, the client must demonstrate that the products have been stored and installed (where applicable) correctly, and that has been used in accordance with the prescriptions included in the User & Maintenance manual. The devices provided by Gruppo Strola Srl are intended for laboratory use only.
- The machines, except for specific cases, are supplied already tested and ready for use, however it is the installer's responsibility to carry out a correct functional check upon delivery and, if necessary, carry out any calibration procedures required.
- The time intervals entered for maintenance management are purely indicative and can be modified on site based on an assessment of the use cycle, substances handled as well as their associated risks. GRUPPO STROLA Srl is not responsible for changes in the machine parameters entered after-sales including the time interval for replacing the filter elements.
- The guarantee provided is in any case limited, at the choice of GRUPPO STROLA srl, to the return with reimbursement of the price or the replacement of defective parts.
- GRUPPO STROLA Srl cannot be held responsible in any way in cases of willful deception or gross negligence.
- Returns are not permitted without written authorization from GRUPPO STROLA srl, failing which the goods will be returned to the sender with transport costs charged.
- In case of authorized return, the goods must be returned carriage paid, within 15 (fifteen) days and will be replaced or repaired at the sole discretion of GRUPPO STROLA srl.
- The goods travel at the buyer's risk, even for sales made free of destination, except for specific cases authorized in writing. If the buyer does not specify the shipping method, it may be chosen by the selling party without any liability.
- Any shipment made by the buyer for disputed goods, to be replaced for exchange with prior authorization, must be carried out carriage free of the seller's factory, otherwise the seller remains entitled to refuse receipt, with exemption from any liability.
- If shipment is provided with the goods, expect for specific cases, this is always ground level only (tail gate): floor lifting and on-site installation excluded.
- GRUPPO STROLA Srl does not assume any responsibility for products marketed and/or installed in countries where there are regulations that do not allow their use or for uses for which they are not intended, the burden of which remains the responsibility of the customer and /or user.
- It is the responsibility of the buyer to assess the suitability of the destination locations for the goods as well as the adjacent premises through which such products must transit. Compliance with health and hygiene regulations, the load-bearing capacity of the destination floors, and the transit locations must be evaluated by the client to ensure the safe execution of the installation operations, as well as the commissioning of the machines according to the prescribed regulations.
- All data and characteristics contained within catalogues, price lists, illustrations, drawings, offers and advertising material in general are purely indicative and not binding for the latter. The seller reserves the right to make any changes to its products that it deems necessary, without any obligation to notify the buyer, as long as the functionality of the product is not altered.