

WARRANTY SUPPORT OF TRUSCAN

- The Tru Scan is guaranteed by Volumatic Ltd to be free from defects in material and workmanship for a period of 1 year from the date of purchase.
- This warranty excludes damage or defects caused as a result of an accident or misuse*

* Misuse is defined as the product not being used in the manner it was designed for or being used in a manner contrary to the operating instructions whether deliberate or otherwise.

Methodology

- Customer calls with a problem and the helpdesk ascertain if the product is under warranty. A phone fix will be attempted.
- If a problem cannot be resolved over the phone, the customer will return the product to Volumatic.
- Upon receipt of the product, the Volumatic repair centre will inspect the unit and validate the warranty claim.
- If the product is deemed to be a warranty failure then a replacement unit will be despatched.
- The warranty expiry date of the replacement product will be the same as the original purchased product (i.e. the replacement product is not supplied with a new 1 year warranty).