Equipment Warranty

In the event that the customer detects a malfunction of the product supplied by CLEVER and confirms that said behavior does not match what is specified in the equipment data sheet, the product warranty claim must be made in accordance with the following policies .

- The customer must speak to his sales agent to specify the failure and try to identify the reason for the failure in the first instance. As the case may be, you will be asked to document the failure by filling out a form that should be sent to you by your
- Once the form is received, it will be analyzed by the personnel in charge of guarantees and if this department fails to solve the problem, it will request the shipment of the part to be reviewed further.
- The equipment must be sent at the client's expense to the address indicated, taking care to protect it from bumps and falls during transport, since not receiving it or arriving with damages not described in the form will not precede the warranty claim.
- The maximum diagnosis time is 5 business days from the time the equipment enters the CLEVER facilities. In any case, the client may request to be informed during that period of time of the results that the diagnosis presents.
- The warranty period offered by **CLEVER** is 1 year from the invoice date against manufacturing defects.
- **CLEVER** will not validate a guarantee in the following cases:

1. --The equipment is over a year old since it was purchased.
2. -- The product model and serial number labels are missing or have been altered.
3. -- In the event that the equipment has been handled incorrectly, presenting blows, humidity, signs of electrical discharges, altered connectors or cables, broken guarantee seals or that presents evidence of having been disassembled with the intention of being reviewed.

- **CLEVER** does not ship equipment in advance that has not been
- Once confirmed that the equipment is in a condition to be replaced by another similar one or a replacement depending on its validity, CLEVER will take charge of sending the replacement and will cover the transportation expenses.

Satisfaction Guarantee

For installed equipment and services that do not comply with the scope defined in the contract, CLEVER will make a refund of 100% of the payment made during the 30 days after its acceptance,

as long as a detailed explanation of the reason for said request is presented.

- Letter must be signed by the representative of the company or person who signed the acceptance or
- Copy of Service Order or invoice of acceptance of the product or
- The request must be sent by email to: soporte@cleverideas.com.mx and we will respond within a period not exceeding 48

Exclusiones

> Administrative expenses

> Materials Installation accessories.

> Misuse, damage or attempted repair of the product.

> travel allowances.

Revision #4
Created 23 February 2023 15:00:29 by Alejandra Vega
Updated 5 October 2023 22:18:52 by Alejandra Vega