

WARRANTY POLICY & RMA SERVICE

OF SH MOTORIZED SYSTEM

SH WARRANTY 2017-V1-O

1. WARRANTY EFFECTIVE MODEL

1.1 tubular motor : SS40E series

1.2 RF remote control : SSRC05E series, SSRC16C series

2. WARRANTY POLICY

2.1 Product warranty period is effective from shipping date which is tracked according to serial number sticks on product.

2.2 We provide different warranty periods according to trade agreement.

2.3 Warranty service covers repair or replace service. A repaired product or replaced product, which warranty period is limited to fill the left of its original period.

2.4 We provide replace service as defects caused by shipment or production.

2.5 Warranty service covers products (motor & remote control) only, excludes accessories (brackets, battery...).

2.6 Warranty exclusions:

Warranty is void if any followings --

- a. either product sticker or serial number sticker is missed, torn, broken, or not able to read/recognize.
- b. product damaged caused by mal-operation or improper storage, such like changing parts, dismantling, falling, drenching...etc.
- c. natural calamities such like earthquake, flood....

2.7 Repair charges and fees will be collected if product is under warranty exclusions clauses.

3. RETURN NOTIFICATIONS

3.1 Please contact us before returning.

3.2 All the return products should packed well, wrapped and protected properly. A strong carton or box is necessary.

3.3 Please send back complete products and accessories if replacement is required.

3.4 All the returns should declare faulty issues.

3.5 Please do not leave any notations on product directly, except for paper tape. We have right to refuse warranty if any unremovable remarks upon returns, such like sticker, permanent marker pen.

4. REPAIR NOTIFICATIONS

4.1 Repair quotation will be issued after checking.

4.2 Repair will be proceeded after received of quotation confirmation.

CONTACT INFO

SAN HSIN PLASTCEH CO., LTD.

No. 17, Jianguo E. Rd., Taoyuan City,

Taiwan ROC

e-mail: info@sanhsin.com.tw

TEL: +886-3-3647566

FAX: +886-3-3647752