

Standard Warranty Policy / 标准保修政策

The standard warranty for all Enclosures and Systems made by Elma Electronic Technology (Shanghai) Co. Ltd. is limited in duration to 1 year (12 months) from the original date of shipment for Elma manufactured parts & labour. Third party components (power supplies, backplanes, fans, switches, line filters, etc) are subject to the original manufacturer's warranty, not to be less than 1 year. No warranties, whether expressed or implied, shall apply to the product after said period.

由Elma电子科技(上海)有限公司制造的所有机柜、机箱和系统产品的标准保修期限为1年(12个月),从最初购买Elma制造的零件的发货之日起计算。

第三方部件(电源、背板、风机、开关、滤波器等)须接受原制造商的保修,保修期不得少于1年。在上述期限之后,产品不适用任何明示或暗示的保证。

This standard warranty is extended only to the original purchaser of Elma Electronic products. If the product proves defective by reason of improper workmanship or defective material, Elma will repair or replace the product, at our option, without charge for parts or labour. Any product damaged by accident, misuse, improper line voltage, repair, neglect, improper installation, or acts of nature are not covered by this warranty. In the event, no fault is found, a standard evaluation or testing fee will be charged to customer.

本标准保修仅适用于Elma电子产品的原购买者。由于工艺不当或材料有缺陷,经证明产品有缺陷,Elma将负责免费修理或更换产品,不收取零件或人工费用。任何因意外、误用、线路电压不当、维修、疏忽、安装不当或自然行为造成的产品损坏不在本保修范围内。退回的产品经检验如果没有发现任何故障,将收取标准评估或测试费。

Any damaged item may not be returned without first filling a claim and then obtaining a return material authorization number (RMA-Number).

任何有质量问题需退回Elma的产品都需要事先征得Elma同意,并由Elma销售填写好RMA报告,每个RMA报告都有一个对应的编号。

Should the product prove defective in material or workmanship, the Buyer's sole remedies shall be such repair or replacement as is herein above provided. Under no circumstances shall Elma be liable for any loss or damage, direct, consequential, or incidental arising out of the use or inability to use the product.

如果产品被证明在材料或工艺上有缺陷,买方的唯一补救办法是按上述规定进行修理或更换。在任何情况下,Elma均不对因使用或无法使用产品而造成的任何直接、间接或附带损失或损害负责。

Products and services are deemed to have been accepted if Elma does not receive written notification of defects within ten working days after delivery or if products and services are used commercially for more than twenty working days. The customer must advise Elma immediately in writing of any hidden defects that are discovered, but by latest twelve months after delivery of the products or provision of the services.

已交付的产品或者服务如果在交付后超过10个工作日或者在投入商业应用超过20个工作日内没有收到客户的书面通知,Elma将视为产品已合格交付。已交付的产品或服务如果存在瑕疵,客户应该立即以书面形式通知Elma,包括明显和隐蔽的质量缺陷,通知时间最晚不得超过产品或者服务交付后12个月。

Elma is given a reasonable opportunity after receiving the claim notice of examining such Goods and the Buyer (if asked to do so by the Elma) returns such Goods to the Elma.

如果退回的产品需要检测或者退回给采购方(应客户要求的代采购),Elma应该在合理的时间内完成产品得检测或者退换。

Thank you for your patronage.

感谢您的惠顾。

Elma Electronic Technology (Shanghai) Co., Ltd.

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