

## Warranty Coverage

### 1. What Is Covered:

- This warranty covers defects in Control Freak UK/EU Ltd materials only under normal use during the warranty period.
- Repair, replacement, or refund at the discretion of Control Freak UK/EU Ltd will be provided for eligible products.

### 2. What Is Not Covered:

- Damage resulting from misuse, abuse, accidents, or unauthorized modifications.
  - Normal wear and tear.
  - Consumable parts.
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## How to Make a Warranty Claim:

### 1. Contact Customer Service:

- Technical support may help resolve the issue before contacting customer services.
- If you encounter any issues covered by this warranty, contact our customer service team using the provided contact information.
- Provide proof of purchase (receipt or order number).

### 2. Assessment and Resolution:

- Damage resulting from misuse, abuse, accidents, or unauthorized modifications.
- Normal wear and tear.
- Consumable parts.

### 3. Options for Resolution:

- Repair: We will repair the product at no cost if deemed the product is at fault.
  - Replacement: We will replace the defective product with an equivalent or agreed similar item.
  - Refund: If repair or replacement is not feasible, we will issue a refund.
  - Technical support will be provided to try and resolve issue.
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## Additional Notes:

- Keep your proof of purchase safe.
  - Any repairs or replacements do not extend the original warranty period.
  - Shipping costs for warranty claims may apply.
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- The genuine Control Freak product which is guaranteed to the purchaser for a period of 24 months from the date of original purchase from Control Freak UK/EU Ltd and its authorised agents and distributors under this Warranty.
  - The date of original purchase will be as shown on the authorised agents' / distributors' invoice / receipt provided to you when you first purchased the product, and you will need to retain this information in order to substantiate your date of purchase in the event that you need to make a warranty claim.
  - Under normal use and for applications for which this product was designed, this Control Freak® product and all component electronics are warranted to be free of defects in material and workmanship.
  - In the unlikely event that the product proves to be defective, will decide either to repair or to replace the defective components. Before that can happen, the product must first be returned to Control Freak UK/EU Ltd at the purchaser's cost within 14 days of the contact date.
  - Liability for goods in transit shall be with the shipping party. Important note: Your authorised distributor or agent can assist you to confirm whether your product is defective or not.
  - As the Control Freak products are uniquely designed to work with a wide variety of third-party products and their correct operation can be dependent upon the correct working operation of such third-party products, as well as being dependent upon the correct user programming of the product in order to work with such third party device(s) where applicable, please ensure that you have properly installed and checked such items, field devices, any other peripherals and your programming to ensure that they are all working properly before pursuing a claim under this Warranty.
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