

LMD Product Warranty Information

1. LIMITED WARRANTY:

Carlson warrants solely to Purchaser that the Products shall be free from defects in materials and workmanship and will substantially conform to applicable specifications for the Product for a period of 12 months and 90 days for Accessories from delivery of such Product (the “Warranty Period”). This warranty does not cover software. Repairs and replacement components for the Products are warranted, subject to the exclusions and procedures set forth below, to be free from defects in material and workmanship, and will substantially conform to applicable specifications for the Product for 90 days from delivery, or for the balance of the original Warranty Period, whichever is greater.

Carlson Warranty:	
LMD Products	12-Months
Accessories:	
Batteries, chargers	90 Days
*Control Cable, Winches	90 Days
Adaptors	90 Days
RMA Repairs	90 Days

**Excludes Moulded Meter Markers*

2. EXCLUSION OF ALL OTHER WARRANTIES

The limited warranty shall apply only if the product is properly and correctly installed, configured, interfaced, maintained, stored, and operated in accordance with the relevant user’s manual and specifications and is not modified or misused. These warranties are expressly in lieu of all other warranties, express or implied, including, without limitation, all implied warranties of merchantability and fitness for a particular purpose.

3. LIMITATION OF REMEDIES

The purchaser’s exclusive remedy against Carlson shall be, at Carlson’s option, the repair or replacement of any defective product or components thereof or the full refund of the purchase price of the defective product. The purchaser shall notify a Carlson-approved service centre immediately of any defect. Repairs shall be made through a Carlson-approved service centre only. Repair, modification or service of products by any party other than a Carlson-approved service centre shall render this warranty null and void. The remedy in this paragraph shall only be applied in the event that the product is properly and correctly installed, configured, interfaced, maintained, stored, and operated in accordance with the relevant user’s manual and specifications, and the product is not modified or misused. Carlson shall in no event be liable for special, indirect, incidental, or consequential damages of any kind or nature due to any cause.

Carlson is not responsible for the purchaser's negligence or unauthorized use of the product. In no event shall Carlson be in any way responsible for any damages resulting from the purchaser's own negligence or from the operation of the product in any way other than as specified in the relevant user's manual and specifications. Carlson is not responsible for defects or performance problems resulting from (1) misuse, abuse, abnormal working conditions, improper installation, or neglect of the product; (2) the operation of the product under any specification other than, or in addition to, the specifications set forth in relevant user's manual and specifications; (3) damage caused by accident or natural events, such as lightning (or other electrical discharge) or fresh/salt water immersion of product; (4) damage occurring in transit; (5) normal wear and tear; or (6) any defects in the equipment arising from any drawing, design or specification supplied or modification requested by the customer, failure to follow Carlson's instructions (whether oral or in writing), alteration or repair of the equipment without Carlson's approval.

4. OBTAINING WARRANTY SERVICE

In order to obtain warranty service, the end purchaser must bring the Product to a Carlson-approved service centre along with the end purchaser's proof of purchase or must be intimated in writing to Carlson, who will then issue written instructions to the end user. Following the authorised return of the equipment, which the customer must make on a freight prepaid basis, Carlson will examine the equipment and, if the claim is justified in Carlson's opinion, will repair the defective equipment or will make a replacement without charge. Carlson does not warrant claims asserted after the end of the warranty period.

For any questions regarding warranty service or to obtain information regarding RMA's or Warranty Claims, please contact any of Carlson's approved service centres below:

Carlson EMEA BV UK

Laser Measurement Devices

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lasermeasurement@carlsonsw.com

Service: lmd_service@carlsonsw.com

Carlson Software Australia Pty Ltd

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