

WARRANTY CONDITIONS (STANDARD)

1. All products (devices) sold by SIA SGS Sistēmas (hereinafter referred to as - the Seller) shall be subject to the warranty determined by the manufacturer. These warranty conditions shall determine the general procedure and conditions for the provision of the warranty, without expanding the warranty determined by each particular manufacturer for the relevant product or group of products.
2. The warranty conditions of the manufacturer are available on the website of the manufacturer of the product. The warranty period of a product shall correspond with the warranty period determined by the manufacturer of a product.
3. The warranty shall be provided in the Service Centre of the Seller, which is located in Riga, at Plēnes iela 4. Acceptance of products for the warranty shall be performed on working days at a time previously agreed via phone or electronically. The product shall be accepted for receipt of the warranty service if the buyer is able to present a delivery note regarding acquisition of the product as well as a completed warranty voucher. The warranty voucher, if any is issued at the moment of acquisition of the product, pursuant to the request of the buyer, shall be sent to the electronic mail address thereof before visiting the service centre.
4. The warranty shall only be provided in cases when the buyer has settled accounts in full amount for the received product.
5. The warranty shall not compensate and shall not cover losses arising from adjustment or changes of the product, performed without the prior written consent of the Seller in order to make the product compliant with the effective technical or safety standards.
6. The warranty shall not apply to:
 - accessories, attached to the product;
 - natural wear and tear of products and parts thereof, moving parts of products and parts subject to mechanical deterioration, including, but not limited to, headphone pads, cables and connections thereof;
 - loudspeakers, membranes of loudspeakers and components thereof, where reels have burnt due to any kind of overload, caused by other devices, including power amplifiers;
 - regular and touch-sensitive displays, regardless of production technology (LCD, LED etc.) and indicators. Non-extensive warranty of 1 (one) year shall refer to such parts;
 - electronic components with a limited number of operation cycles, such as memory cards, hard disks etc.;
 - switches/sensors, sliding and rotating potentiometers (including motorised ones), loudspeakers, loudspeaker and microphone membranes and other parts exposed to external forces. Non-extensive warranty of 1 (one) year shall refer to such parts;
 - any batteries and accumulators of products, regardless of the fact of whether the manufacturer of the product has planned the replacement thereof in the Service Centre or outside it;
 - any lighting sources and holders thereof, including, but not limited to, bulbs and lamp-sockets thereof, electron lamps, other lighting elements. Non-extensive warranty of 90 (ninety) days shall refer to such parts;
 - any other elements or parts of the product, if the manufacturer of the product has determined such.
7. The warranty shall be lost in the following cases:
 - the device is used or stored in a way not in compliance with the usage instruction, technical specification, appropriate usage or usage safety regulations of devices;
 - regular service of the device and replacement of the used parts is not performed;
 - the device is operated in one chain (system) with any other damaged device or device, the joint usage of which has not been planned by the manufacturer of the product;
 - the device is used after the occurrence of damage (defects), including the occurrence of defects that are related to the natural wear and tear of the device or parts thereof;
 - the buyer has permitted that the device is used by a person, who has failed to pass training (if the manufacturer or the seller has determined the need for such) or become acquainted with the usage and technical rules;
 - the device has been exposed to the improper impact of the external environment, such as temperature or fluctuations thereof, water, air moisture, air pollution, dust, magnetic or electromagnetic field etc.;
 - opening of the device or replacement of any parts thereof or addition, has been performed outside of the Service Centre;
 - installation of improper software or elements thereof has been performed for the device (installation, addition, update) or the installation is performed in an erroneous manner;
 - the device is exposed to force majeure, including accident, lightning, flood, overload in the electrical power network etc.;
 - The Customer has failed to submit the purchase receipt, delivery note and warranty voucher;
 - all data identifying the device are not readable on the device, including product number, serial number, IMEI code, bar code;
 - the buyer has sold the device or delivered it for use to any third persons;
 - the device was damaged during dismantling or transportation, or other provisions listed here or in the warranty of the manufacturer, are not ensured.
8. The warranty conditions shall refer to separately acquired products only. When acquiring the product (device) systems, these conditions shall only apply to the extent that the special warranty conditions of the relevant system determine. Unless determined otherwise, the warranty conditions of device systems for certain elements thereof (products, devices) shall be in force provided that the personnel of the Seller has performed the installation, configuration, service, addition, change or improvement of the device system. In the case of a failure to obey this provision, the warranty for both the whole system as well as in relation to certain elements thereof, shall lose effect.
9. The warranty shall only be performed at the Service Centre of the Seller. The Product shall not be replaced during the warranty period. The regular period of warranty repair shall be 45 (forty five) days. The period of warranty repair may exceed 45 days if it directly arises from the warranty conditions of the manufacturer, as well as in cases when it is necessary to send the device to the manufacturer or to order special parts and materials from the manufacturer.
10. The warranty period shall be determined for the performed repair works for 90 (ninety) days or until the expiry of the warranty period determined by the manufacturer, depending on which of them occurs later.
11. Saving of settings and records of memory of devices shall not be provided within the framework of the warranty.
12. In the case if a warranty event is established, but it is not possible to perform repair of the device, the device shall be replaced with a new one. In cases when it is not possible to replace the device with the same device, it may be replaced with an equivalent device.