

Extech Electronics Co. Warranty Terms

Product Warranty

All equipment manufactured by EEC have not only undergone meticulous manufacturing procedures, but also endured rigorous testing at our Quality Assurance department to ensure their pinnacle quality. During the period of equipment use, EEC provides both after-sales service and technical counseling. We also guarantee to repair or replace any defects and parts free of charge during the warranty period; however, EEC will not provide free of charge service and will charge an appropriate fee upon the following situations:

1. If users have modified the wiring or function, attempted repair, caused external or internal damage to the machine due to human factors, incorrectly powered the machine, incorrectly grounded or have not followed the manual when operating the machine, causing abnormalities.
2. If damage occurs to warranty period equipment due to abnormal use, negligence, non-controllable factors such as earthquakes, floods, fire, or riots, then the equipment is not eligible for warranty period repairs.
3. For malfunctions of products outside the warranty period, based on the test results, EEC will propose either repair or disposal and will charge an appropriate fee according to the exact situation.
4. When an equipment malfunctions, please state the malfunctions and pack the equipment suitably with its original packaging and mail it back to our factory. If you have lost the original packaging, please contact our customer service representative for further assistance.
5. Packaging material, testing cables, and non-electrical characteristics fixtures are considered consumable items and thus EEC is unable to provide related warranty service.