WARRANTY POLICY

Thames Side Sensors Ltd. and Thames Side Sensors Europe Ltd. warrant that their products shall be free from defects in material and workmanship for the full warranty period stated below under normal and proper use and when correctly installed.

Load Cell Warranty

- The warranty duration (from the date of invoice) for our load cell models T11, T12, T12A, T12D, T20, T30, T66, T85, T85-T, T85-N, T95, T68 and VC3500 is **Five Years**
- The warranty duration (from the date of invoice) for our load cell models T34, T34D, T34X, T34XD, T35, T35D, T60, T61, T64 and T65 is **Three Years**
- The warranty duration (from the date of invoice) for our load pin model LP and our load cell models T16 and T38 is **Two Years**
- The warranty duration (from the date of invoice) for our load cell models T2, T4, T5, T6 and T7 is **One Year**
- Note that the load cell models T34 and T34D, when used in a silo / tank / vessel weighing application, have a warranty duration (from the date of invoice) of **Five Years**

Instrumentation / Electronics Warranty

- The warranty duration (from the date of invoice) for our standard analogue junction box models JB4T, JB4T-PG9, JB4T-PG11, JB4T-AL-SA, JB4T-SS, JB4T-SS-TP, JB8T and JB8T-AL-SA, as well as the load cell (extension) cable models CA-PU-5-7MM and CA-PU-5.7MM-6C is **Five Years**
- The warranty duration (from the date of invoice) for our standard ATEX analogue junction box models JB4T-ATEX and JB8T-ATEX is **Three Years**
- The warranty duration (from the date of invoice) for our digital junction box models JB8T-DIGITAL and JB10T-DIGITAL is **Three Years**
- The warranty duration (from the date of invoice) for our other instrumentation / electronics such as the Intelligent Junction Box (JB4T-INTELLIGENT) and the models of weight indicator / controller / transmitter XTDP-100, XT1000 (XT1), XT2000 (XT2), XT3000 (XT3), SMART, SMART (ATEX) and MATRIX-II is **One Year**

The warranty covers all manufacturing defects and the above models would be replaced if they are found to be faulty following a technical assessment of the problematic products(s) in the test facilities of Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd. The warranty shall not cover any physical damage resulting from accidental causes, or damage resulting from direct or indirect lightning strikes, cables being cut or damaged after shipment or collection, connection of

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products to a faulty or inappropriate power supply or any improper earthing or grounding etc. The remedy set forth herein does not apply to damage to or defects in any product caused by the buyer's misuse or neglect, nor does it apply to any product that has been opened, modified, tampered with, repaired or disassembled by the buyer or any other party.

Thames Side Sensors Ltd. and Thames Side Sensors Europe Ltd. reserve the right unilaterally to void any claim for warranty in a case where the cable of any load cell(s) has been cut shorter than the originally manufactured length, or if the cable has been modified from its manufactured state in any other way.

Thames Side Sensors Ltd. and Thames Side Sensors Europe Ltd. offer no warranty concerning components designed and/or supplied but not manufactured by them. However, in the event of the failure of any component or accessory not manufactured by Thames Side Sensors, reasonable assistance will be given to the buyer in obtaining, from the respective manufacturer, whatever remedy is reasonable and available based on the manufacturer's own warranty terms and conditions.

Thames Side Sensors Ltd. and Thames Side Sensors Europe Ltd. expressly disclaim any liability to their customers, dealers, representatives, partners, users of their products and to any other person(s) for special or consequential damages of any kind and from any cause whatsoever arising out of or in any way connected with the manufacture, sale, handling, repair, maintenance, or replacement arising out of or in any way connected with the use of Thames Side Sensors products. Representations and warranties made by any person, including dealers, partners and representatives or agents of Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd., which are inconsistent or in conflict with the terms of this warranty (including but not limited to the limitations of the liability of Thames Side Sensors Ltd. and Thames Side Sensors Europe Ltd. as set forth above), shall not be binding upon Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd. unless made in writing and explicitly approved in writing (with a signature) by the Managing Director of Thames Side Sensors Ltd. and Thames Side Sensors Europe Ltd.

Any product of Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd., which proves defective in material or in manufacturing workmanship within the warranty period as specified above, following the aforementioned technical assessment of the problematic products(s) in the test facilities of Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd. will be replaced at zero product cost provided that;

- the buyer shares with Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd. satisfactory proof of the defect and proof that the product was properly installed, maintained and operated within the limits of rated and normal usage;

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- the buyer obtains authorization from Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd. to return the product, and also obtains a Returned Material Authorisation (RMA) number, before sending the product back;

- the problematic products are returned with all transportation charges, customs charges, administration charges, export and import duties and taxes (including import VAT) pre-paid by the buyer directly;

- any cables attached or fitted to a load cell at the first instance of the problem occurring must be returned together with the load cell. Thames Side Sensors Ltd. and Thames Side Sensors Europe Ltd. reserve the right unilaterally to void any claim for warranty if such cables are not returned with the associated load cell.

For reasons of Health & Safety, Security and Product Traceability, Thames Side Sensors Ltd. and Thames Side Sensors Europe Ltd. reserve the right unilaterally to refuse any claim for warranty, or refuse delivery of items, if the packaging / labelling on incoming items does not show an RMA number that can be reconciled with our systems at the point of delivery being attempted.

The buyer will be responsible for all transportation charges, customs charges, administration charges, export and import duties and taxes required (including Import VAT) for successful delivery to Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd. In case the returned product is found to be defective under the terms of this warranty, Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd. will compensate the buyer for the return transportation charges according to a mutually agreed method and on receipt of official receipts showing such costs.

Advance authorization is required before any product is returned to Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd. Before the return of any product, the buyer must email or call the Sales or Technical Support Department at Thames Side Sensors Ltd. or Thames Side Sensors Europe Ltd. advising them of the following in relation to the problematic products;

1. the model and part number(s)
2. the serial number(s)
3. a technical description of the problem, including specific test data, written observations on the failure and specific corrective action requested.

Non-verified or non-specified problems or defects may be subject to an evaluation / inspection charge.

Jean-Pierre Gale
Managing Director

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