

GENERAL GUARANTEE CONDITIONS IMPORTER

The following warranty and repair conditions apply on the products manufactured by GYS Company.

01. Scope of the warranty

GYS provides a 2-year warranty to the end-user who has a proof of purchase, valid from the date of purchase of the device and provided that the manufacturing date of the product is less than 5 years old (serial number). The warranty applies to all products, except for accessories for which the warranty is 6 months.

In case of non-provision of the proof of purchase, the 2-year warranty runs from the date of manufacture of the device (serial number). The warranty only applies to failures that occur during the warranty period and is limited to the repair or replacement of parts recognized as defective by GYS after-sales service.

02. The exclusion of warranty

The guarantee does not apply in the following cases:

- Warranty period exceeded.
- A cause of failure external to the device (a shock, lightning, a major voltage fluctuation).
- Damages caused during transport or storage.
- An appliance that has been installed or connected in a way that does not comply with the manufacturer's specifications.
- A device with too much dust or iron filings inside.
- A device exposed to rain or moisture, rusted.
- A device that has been modified, transformed or altered by the customer or by an unauthorised dealer (components changed, soldering or wiring redone).
- Damage caused by improper use of the device.
- Use of unsuitable accessories or consumables.
- Natural wear and tear of the various parts of the device.
- Normal wear and tear of accessories (torches, cables, clamps, etc.).
- Consumables.
- The batteries contained in the autonomous starters. The distributor is responsible for the maintenance of its battery during the storage period and the end user is responsible for the maintenance of its battery after purchase.
 - Caution: An unmaintained battery will deteriorate rapidly (sulphation).
- Appliances returned to the after-sales service without failure or malfunction.

03. Return of the product to the After Sales Service

The product will be taken in charge only if GYS has a customer account.

Before any return of a product to the after-sales service, it is recommended to carry out a pre-diagnosis of the product in order to avoid useless returns. A document to perform this pre-diagnosis is available on www.gys.fr.

In order to facilitate the diagnosis of the equipment by GYS after-sales service technicians, the customer must enclose with the faulty product the "Product Claim Form" available for download on the After-sales service section of the website www.gys.fr.

The faulty product must be returned to GYS after-sales service with freight paid (freight due refused) at the customer's expense and risk. The customer will have to join to this shipment the proof of purchase of the end-user. Once all the products have been diagnosed, GYS sends a detailed report explaining the observed failure.

When the importer returns a faulty product, he must provide GYS with the following information

- The serial number of the product.
- Purchase invoice from the user customer (with serial number written in if possible).
- A description of the symptoms observed on the product.
- Photo of the board if damaged
- Photo of the complete product

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Use the "Product claim form" available on the After Sales website to gather this information.
In case of an incomplete product returned to the GYS after-sales service, it may be subject to an estimate for repair.

3.1 Support under warranty

If the product is covered by the warranty, it is usually repaired within 3 working days from the date of receipt.
By default, the repaired product is added free of charge to the customer's next commercial order. In the case of a separate return, GYS will provide the customer with the product (Ex-Works Changé).

Note: products repaired under warranty cannot be the subject of a credit note or an exchange.

Note: Any device returned and diagnosed without a fault or malfunction will require further information and/or a return agreement.

Specific treatment of trade products under warranty

The repair of a product with a purchase value lower than 50 € at the price list is not profitable for the importer and the user. In this case, the importer will have to inform GYS according to the modalities indicated in 4.1. After validation by GYS customer support, this product can be replaced by a new equivalent to the user. This product is added free of charge to the importer's next commercial order. In the case of a separate return, GYS will provide the importer with the said product (Ex-Works Changé).

3.2 Out-of-warranty support

If the product is not under warranty, a non-paying quotation is drawn up and sent to the customer for acceptance before being returned.

If the estimate is accepted, the product will be repaired within 5 working days. By default, the repaired product is added free of charge to the customer's next commercial order. In the case of a separate return, GYS will provide the customer with the said product (Ex-Works Changé).

Note: The quote can be consulted at any time via the customer area of the website www.gys.fr.

Note: Any device returned and diagnosed without a breakdown or malfunction will require additional information and/or a return agreement.

Specific treatment of non-warranty trade products

The repair of a product with a purchase value of less than €50 at the tariff is not profitable for the importer and the user. In this case, the importer must advise his customer to buy a new equivalent product.

3.3 Quote validation

For the sake of efficiency and customer service, the customer commits to answer to the quotations sent by GYS within a maximum period of 3 months.

After this delay, GYS will contact the customer. In case of no answer from the customer, the product will be destroyed or GYS will establish a penalty of 20 € per day of delay.

04. Management of repairs by our authorised repairers

GYS gives all rights to authorized and respecting the rules of use and safety persons to work on the internal parts of the product. This intervention must be done respecting the conformity of the product and must not cause any additional damage. The GYS company provides the necessary documents for the repair of its products on its website. Repairs made by the importer will not be covered by GYS.

Repair labour costs

The labour costs associated with the repair operation in the country of the authorised repairer remain the responsibility of the authorised repairer, whether or not the product is under warranty. The authorised repairer may pass on the cost of this service to the user.

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4.1 GYS support

GYS will do its best to help the importer to repair its product locally. To do so, the importer must provide GYS with the following information

- The serial number of the product.
- Purchase invoice of the user customer (with serial number written on it if possible).
- A description of the symptoms observed on the product.
- Photo of the board if damaged
- Photo of complete product

Use the "failure report" form available on the SAV website to gather this information.

- ⇒ This information should be sent by email to our customer support: customer.support@gys.fr, who will usually respond within one working day.

4.2 Spare parts cost

If GYS validates the product warranty, the spare part needed for the repair will be provided free of charge.

If the product is not under warranty, the spare part will be charged. The repairer may pass on the cost of this service to the user.

In both cases, the spare part will be added free of charge to the customer's next commercial order. In the case of a separate return, GYS will provide the customer with this part (Ex-Works Changé).

Minimum order: 120€ net excl. tax (for any order below the minimum, a fixed fee of 16€ will be applied in accordance with the Special Conditions of Sale).

4.3 Training

GYS commits to :

- Train the local importer's authorized technicians at the GYS factory in Laval, to make them autonomous in the repair of GYS products.
- Sell at the end of this training a basic kit of the necessary components

05. Availability of spare parts and ordering

The availability of spare parts is 3 years, starting from the customer's purchase date.

06. Importance of quality packaging in GYS returns

The returned product must be adequately and appropriately packed so that it is not damaged during transport. GYS is not in a position to issue reserves to the carriers on after-sales products, whose original condition is not known. The customer is the only one responsible for the degradation that the product can undergo because of an inadequate packing.

It is therefore advisable to :

- In all cases, pack the products in a cardboard box in such a way that the packaging absorbs shocks during transport.
- Place the packaged item in a very thick carton.
- Ensure that it is surrounded (on all sides) by bubble wrap, foam, or other shock-absorbing material.
- Make sure that the final packaging protects the item as much as possible from shocks that will occur during transport.
- If possible, arrange for transport on pallets: this is the best option to avoid damage to the products during transport.
- With each product return to the GYS after-sales service, the importer is asked to join a precise list of the returned parts, and their reasons for return.

Photos of compliant / non-compliant packaging:

Compliant product	Non-compliant package
	
	
<p>Bottom, top, sides protected with crumpled paper or equivalent The product must be kept still and away from the edges of the box</p>	<p>Box too small and no protections</p>

07. Contact and delivery address

You can send your after-sales requests by e-mail to the following address: customer.support@gys.fr

You can send your products to the following address Company GYS, 134 Bd des loges, 53941 St Berthevin - FRANCE.
GYS teams are available from Monday to Thursday from 12:45 to 16:30 and on Friday from 12:45 to 15:25 by phone at 0243015434