

WARRANTY TERMS for ZEUS power generators and MOBILSAT satellite antennas - April 2021

1) Effectiveness of the warranty

This warranty is only valid for material sold and applied in European countries.

The warranty is valid for MOBILSAT satellite antennas and ZEUS power generators, hereinafter referred to as the "Products" (article number and description are reported on the invoice).

2) Term of the Warranty

2.1 Subject to the provisions of paragraph 2.2, the warranty provided by Mobil Tech srl has the following duration:

- 2 (two) years from delivery of the product, in accordance with the laws in force;
- 6 (six) months from delivery of products repaired out of warranty, only on the components replaced. In the case of components replaced under warranty, the term remains that of the original product.

2.2 Mobil Tech's warranty will be extended for a further period, up to a limit of:

- 5 (five) years for **MOBILSAT** product (3-year extension).
- 5 (five) years for **ZEUS** products (3-year extension).

Under the following conditions - **ZEUS** product:

- registration on the dedicated website "shop.mobiltech.it" with subsequent email of acceptance sent by Mobil Tech. Possibility of free of charge warranty extension for a total of 3 years or possibility to acquire a warranty extension up to 5 years. Warranty extensions cover what is reported in this document. Warranty extensions will be authorised only for products addressed to recreational vehicles and boats and acquired in the 30 days prior to the warranty extension request.

Under the following conditions - **MOBILSAT** product:

- automatic extension for the current sales promotion, excluding the Display and the Control Unit.

3) Warranty coverage

The warranty covers defects or faults in materials or workmanship, which impair the correct functioning of the product, see point 6 "Warranty exclusions."

4) Warranty Services

In the event that warranty rights are applicable, Mobil Tech srl shall see to rectifying the defect or fault, at its own discretion, by means of:

- repair
- replacement of the defective part
- replacement of the product

With direct intervention at the company's own premises or through authorised service centres.

Mobil Tech S.r.l. a socio unico

Via Don Luigi Sturzo 1, 20832 Desio (Italy) Telephone: +39 0362 544928 - Fax: +39 0362 576478

Information: info@mobiltech.it Technical assistance: service@mobiltech.it

Sales office: sales@mobiltech.it



Any further claims arising from defects are excluded, and in particular do not entitle the purchaser to terminate the contract. Additional costs such as dismantling and re-installation costs or any other costs are expressly excluded.

To lodge a complaint, please contact the dealer from whom you purchased the product. Always provide the serial number of the product, the invoice reference and an accurate description of the fault (as well as digital photos if they can help to clarify the problem). In case of incorrect or incomplete information, Mobil Tech srl shall not consider valid the conditions of applicability of the warranty rights.

Mobil Tech srl may request the return of the product to verify the existence of warranty rights. The Product Return Form found in the website www.mobiltech.it/en-mobiltech/ must be completed. Transport costs shall be paid in advance by Mobil Tech. If the warranty claim is deemed valid, Mobil Tech will bear the return transport costs, in addition to costs for rectifying the fault. In the event that the warranty rights are not applicable, the customer shall bear the costs of repair and return transport, which will be communicated to the customer in advance.

5) Warranty Terms

This warranty shall only become effective if the end user makes a formal warranty request to Mobil Tech srl, to be sent to its registered office in Via Don Luigi Sturzo n.1, Desio (MB), Postcode 20832, within 2 (two) months of discovering the conformity defect and attaching a copy of the purchase document (invoice).

6) Warranty Exclusions

The Warranty shall not cover the following:

- parts subject to normal wear and tear as a consequence of use
- as a result of failure to follow the instructions in the **Installation Manual** and in the **User Manual** supplied with the product at the time of purchase. The User Manual can be obtained from the website www.mobiltech.it/en-mobiltech/, while the Installation Manual can be obtained from the company that sold and installed the product. It can also be requested by email from service@mobiltech.it
- in case of negligence or inappropriate use other than that indicated in the Manuals
- when the appliance is opened (warranty seals broken)
- if spare parts other than original Mobilsat or Zeus spare parts are used
- as a result of damage caused by improper transport packaging and packaging not authorised by Mobil Tech
- in the event of intervention by unqualified persons
- in the event that the end user or anyone else has made changes to the product without prior authorisation from Mobil Tech.

7) Exclusive Jurisdiction and Venue

This warranty and the sales contract, of which it is an integral part, are governed by Italian law. The Vienna Convention on Contracts for the International Sale of Goods shall not apply.

Any disputes arising from the application of this warranty, as well as the sales contract of which it is an integral part, including those relating to the validity, execution, cancellation and termination, shall be settled exclusively by the *Court of Monza*, with the parties derogating from the ordinary territorial jurisdiction according to the general venue, with the exclusion also of optional alternative venues (articles 19 and 20 of

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the Italian Code of Civil Procedure), without prejudice to the applicability of the mandatory legal provisions for the protection of consumers only.

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