

Warranty applies to any device, structure or product manufactured by

Arete Technologies SIA, URN 40003382374,
Registered and located:
Ezera iela 35, Rīga, Latvija, LV1034

The standard warranty period is 2 (two) years for use in the professional market from the date of signing acceptance report to the guarantee period completion. Proof of purchase will be required at the time of the warranty claim. An end user or customer is a person who acquires the product for their own use or for the purposes of commercial resale. The warranty applies only for manufactured and confirmed products by Arete Technologies. The warranty applies only to the products used in European Union. For other regions standard ISO 22059:2020 terms apply. The warranty claim entitles the user to a repair, the replacement of defective parts or an exchange of the product for a product of equal quality.

The customer or/and end-user must provide a clear failure description and if necessary Arete Technologies can request to ensure the delivery of the product to the manufacturer's plant – Ezera iela 33, LV-1034 Rīga, Latvia or to Pramonės g. 12, LT-35291 Panevėžys, Lithuania.

The decision to repair, replace or any other warranty action will be made after the product has been inspected by the approved personal of Arete Technologies.

The warranty is not valid in the following cases:

- a. Mechanical damages performed by the end-user.
- b. Failure to comply with service and maintenance rules.
- c. Damage or destruction due to force majeure or by environmental influences.
- d. Improper storage or operation, when not following the instruction manual, missing features highlighted by faulty software or faulty installation.
- e. Customer misuse.
- f. Any unit where the serial number or Arete Technologies technological plate has been removed (only for products which such a plate is installed).

Please use contact below in case of warranty claims:

e-mail: support@arete-tech.com
24/7, service support: +371 29999025

