

Waranty – After Sale Service

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1) Duration of the warranty

Products delivered by Axeos are under warranty for any default of raw material, manufacturing and damage related to delivery.

Warranty applies from the date of delivery of the product.

2) Terms and conditions of the warranty

To ensure that warranty applies, Axeos must be notified of any product damage by email to the following email address: adv@axeos.net. The purchase order reference must be notified as well.

Regarding damage related to transportation, a reservation shall be mentioned on the delivery note or product shall not be accepted at the delivery. Damages related to transportation can then be considered under warranty up to 30 (thirty) days from the date of delivery of the product.

3) Products under warranty and duration

All products made and delivered by Axeos are under a 3 (three) years warranty. Once damage is approved by Axeos only, Axeos commits to replace the damaged product or parts, without fees (only if Axeos is responsible).

Any product not sold by Axeos are not under warranty.

Damages after delivery and installation are not under warranty.

4) Process for Product return.

The customer must notify Axeos of its wish to return damaged products by invoking motives. Such products would then be returned and replaced after the approval of Axeos. Axeos commits to provide the customer with a lead time for the replacement and delivery.

Products must be returned in their original packaging to the following address:

AXEOS
138 Avenue de la Suisse Normande
14123 Fleury sur Orne
France



The return of a damaged or faulty product is under warranty. For any other reason, the return of the product is under the customer's responsibility.

Once products are returned, Axeos will check its conditions and may refuse to replace or fix the products.

Regarding the replacement of a part not under warranty, Axeos has the ability to provide the customer with a quote for spare parts. The customer shall contact the sales administration service : adv@axeos.net or his/ her project manager.

Any other question ? Please contact us : +33 (0)2.31.28.59.37