

Warranty Terms & Conditions

Lemco provides warranty for its products under the following terms and conditions:

1. Products covered by Lemco warranty

Lemco warrants this unit to be free from defects in workmanship and materials for a period of time, that is stated in paragraph No.9 below, from the date of purchase. During the warranty period, Lemco will repair or replace, at our sole discretion, any defective component part of the purchased unit, without charge. The unit must be delivered in adequate packing, after receiving an authorization for return. Products covered by Lemco warranty policy are products solely produced by Lemco and labeled under the Lemco logo, as well as products sold by Lemco and labeled under the Lemco Addons logo. No third-party products or parts of products are covered by Lemco warranty policy. Lemco bears not responsibility for third party products sold along with Lemco products. Such third-party products are covered by the warranty policy of their manufacturer. Lemco warranty does not cover any accessories and/or consumables that come along with its products (i.e. cables, batteries, remote controls etc.).

2. Owner's Responsibilities

The owner must use the device in accordance with its written instructions, provide transportation to and from our facilities if service is required, and provide proof of purchase if requested. Failure to comply with these responsibilities may result in denial of warranty service.

3. Liability

Lemco accepts no liability whatsoever for loss of profit, loss of associated product, loss of goodwill or other costs arising from any malfunction of the product in question before and after repairs are completed to return the product to normal operation.

4. Clauses

Equipment repaired under warranty shall be warranted to the end of the original warranty period - including any parts replaced.

5. State of the products

Warranty covers defective products. Defective products are products unfit for proper use due to a defect existing already at the time of their purchase. Any defect attributable to normal wear and tear or improper use by the customer does not constitute the merchandise defective and is not covered by the conditions of defective merchandise warranty.

It rests in Lemco's absolute discretion to determine whether the defect of the product is attributable to a misuse by the customer or is attributable to a defect existing already at the time of purchase.

6. Exclusions

This warranty does not cover problems resulting from (a) accident, abuse, neglect, shock, electrostatic discharge, heat or humidity beyond product specifications, improper installation, operation, maintenance, or modification; (b) any misuse contrary to the instructions in the user manual; (c) malfunctions caused by other equipment; (d) normal wear and tear, cosmetic damage, or discoloration; (e) damage caused by liquid contact, fire, or natural disasters; (f) use of the product for commercial or industrial purposes; (g) damage caused by use with non-Lemco products or accessories; (h) damage caused by failure to follow recommended cleaning and maintenance procedures; (i) damage caused by viruses, malware, or other malicious software; (j) damage caused by third-party software or services installed on the product; or (k) damage caused by attempted repairs or modifications by unauthorized personnel or (l) damage due to the user's fault or lack of knowledge. Please note that this list is not exhaustive and other exclusions may apply.

7. Void Warranty

Our limited warranty is considered void if a product is returned with removed, damaged, or tampered labels or any alterations (including removal of any component or external cover) carried out by unauthorized personnel. The warranty is also void if any repairs or modifications are carried out by anyone other than authorized personnel. This includes any repairs or modifications attempted by the owner or any third party. Only authorized personnel are qualified to perform repairs or modifications on the product. If the product is found to have been tampered with or modified by unauthorized personnel, the warranty will be void and the customer will be responsible for any repair costs incurred. Please note that the use of non-Lemco parts or accessories may also void the warranty.

8. Out-of-Warranty Service

In the event that a product requires repair or service beyond the warranty period, Lemco offers repair and service subject to the availability of spare parts and the feasibility of repair. The cost of out-of-warranty repairs will be determined by the nature of the repair and the cost of any necessary replacement parts. To initiate an out-of-warranty repair, the customer must contact Lemco to obtain a Return Merchandise Authorization (RMA) number. The product must be returned to Lemco's premises with proper packaging, including all accessories, manuals, and documentation. Please note that the customer is responsible for all shipping costs associated with out-of-warranty repairs, including the cost of shipping the product to Lemco's premises and the cost of shipping the product back to the customer. To avoid unnecessary delays, the product should be accompanied by a proper delivery note duly completed with all the required information as per the legal dispositions enforced. Please also note that out-of-warranty repairs do not reset the warranty period, and the original warranty terms continue to apply to the product.

9. Duration of the warranty

Lemco warranties for its products labeled under the “Lemco” logo for a period of five (5) years after their purchase.

Lemco warranties for its products labeled under the “Lemco Addons” logo for a period of two (2) years after their purchase.

For the whole duration of the warranty period, and provided the product meets warranty requirements under paragraph No4 above, Lemco is obliged to repair or exchange the product at no cost to customer.

10. Warranty Claims

Claims under warranty must be reported and returned to Lemco within 30 days from the date of detection and need to specify at least the following information via the RMA procedure that can be found at lemco.gr website under Support section (additional information may be requested):

- Details of the defective Products; and for System warranty also details of other used components.
- Installation date, invoice date.
- Detailed problem description, number and %, date and code of defects.
- Equipment operating hours.
- Photos (and videos if possible) of defective product.

Lemco does not bear any responsibility for the transportation of the products to its premises and/or back to customer’s premises. Customer shall be solely responsible to ensure a safe transportation of its products at Lemco’s premises.

After the product is received, Lemco Service Department will examine whether the product is covered by warranty and will notify customer respectively. Lemco undertakes all best-efforts obligation to inform customer within twenty-four [24] hours after the product has been delivered to Lemco.

If the product is covered by warranty, Lemco will repair or replace it and send it back to customer within 15 working days from receiving the product (depending on product’s overall condition) at no repair costs to customer. Lemco can charge Client for returned Products that are not found to be defective or non-conforming, in addition to shipping and handling costs associated therewith.

11. Return Policy

The product must be returned to Lemco's premises with proper packaging, including all accessories, manuals, and documentation. Please note that the customer is responsible for all shipping costs associated with out-of-warranty repairs, including the cost of shipping the product to Lemco's premises and the cost of shipping the product back to the customer.

12. Transferability

This warranty is non-transferable and applies only to the original purchaser of the product.

13. Force Majeure

Lemco shall not be liable for any delay or failure to perform any obligation under this warranty if such delay or failure is caused by events beyond Lemco's reasonable control, including but not limited to acts of God, war, terrorism, fire, flood, or other natural disasters.

14. Limitation of Liability

Lemco's liability under this warranty is limited to repair or replacement of the defective product. In no event shall Lemco be liable for any incidental or consequential damages arising out of the use or inability to use the product or any defects in the product, whether in contract or tort, including but not limited to loss of profits, loss of business, or any other damages.

15. Competent Courts – Jurisdiction

The present warranty terms are construed in accordance to Greek law and the Courts of Athens shall have exclusive jurisdiction for any dispute arising out of or in connection with the present warranty terms.

Lemco reserves the right to refuse to provide any Warranty services if it would result in a breach of applicable laws.