

Warranty Declaration

Basalte products are warranted to 2 years from manufacturing defects in materials and workmanship starting from the date of delivery.

Product warranties remain valid provided the product was properly installed and used. Defects, malfunctions, or failures of the warranted product caused by damage resulting from acts of God (such as floods, fire, etc.), environmental and atmospheric disturbances, other external forces such as power line disturbances or incorrect cabling, and damage caused by misuse, abuse, and unauthorized alteration or repair, are not warranted.

A product will not be warranted in the following situations:

- The product has been found to be defective after the warranty period has expired.
- The product has been subjected to misuse, abuse, or unauthorized repair, whether by accident or other cause. Such conditions will be determined by Basalte at its sole and unfettered discretion.
- The product has been updated, reworked, or improperly tested by the customer, or by a third party at the request of the customer.
- The product is damaged beyond repair due to natural disasters, such as by lightning, flood, earthquake, etc.

This warranty is limited to the repair and/or replacement, at Basalte's sole discretion, of the defective product during its warranty period. Basalte will replace any product found to be defective within the first six months of purchase provided said product was properly installed and used.

The customer must obtain a Return Merchandise Authorization (RMA) number prior to returning the defective product to Basalte for service.

The customer agrees to insure the product or assume the risk of loss or damage during transit, to prepay shipping charges, and to use the original shipping container or equivalent. Customers may either seek assistance from the original dealer, or from the closest Basalte partner. Repaired or replaced products are warranted for ninety (90) days from the date of repair or replacement, or for the remainder of the original product's warranty period, whichever is longer.

Limitation of Liability

The provisions of the warranty are in lieu of any other warranty, whether expressed or implied, written or oral. Basalte's liability arising out of the manufacture, sale, or supplying of the product and its use, whether based on warranty, contract, negligence, product liability, or otherwise, shall not exceed the original cost of the product. In no event shall Basalte be liable for unintended or consequential damages, including, but not limited to, a loss of profits or use damages arising out of the manufacture, sale, or supplying of the product.