

## Warranty Claim Process

To make a Warranty claim under the warranty, the customer can reach Dunext via the email:

NO.	Service Email Address	Region/Country
1	service@dunext.com	EU
2	service.poland@dunext.com	Poland
3	service.uk@dunext.com	UK

1. Name, address, postcode, telephone number and a valid email address where customer can be reached;
2. Product serial number (It is affixed to the side of the product);
3. Proof of purchase receipt;
4. Short description of the non-conformity or defect; including but not limited to input & output parameters, alarm information and data exported from the product.
5. A commissioning report or any document that could help clarify the issue;

If the product is confirmed faulty by Dunext service team and the product is under warranty period, Dunext service team will deliver a brand-new free of charge product to customers. Dunext will be responsible for the delivery of the new product and picking up the faulty product.

Customers have the responsibility to pack the faulty products in original or equivalent packaging and Dunext will arrange the collection in two weeks (14 days).