

TECHNICAL SUPPORT FORM

Use this form for warranty claims, technical questions and returns only. Please fill the following form out accurately and entirely. Inaccurate information or any omissions may delay processing.

Name

First

Last

Email

Phone

Company/Institution

Title

Address

Street Address

Address Line 2

City

ZIP / Postal Code

State / Province / Region

Country

What product are you writing about?

Please enter your order number

Estimated purchase date (MM-DD-YYYY)

Please enter a brief subject about your message

Please give a detailed explanation of your question or problem that you are experiencing.

WARRANTY POLICY

Money back guarantee

At Sensorex, our priority is to make certain of your 100% satisfaction with your purchase. If, for whatever reason, you are dissatisfied with your purchase, you can return it to Sensorex within 30 calendar days of receipt of item(s). Claims for damaged or missing items must be received within two business days of receipt of merchandise. All return items must be in new and unused condition, in original packaging, and be accompanied with a return authorization number.

Product Warranty Term

All new Sensorex hardware products carry a minimum one-year Limited Warranty from date of purchase against defects in materials and workmanship. Some products (for example, UVT-LED units) offer a warranty period that is greater than one year. Refurbished products purchased through third-party sellers are not eligible for warranty claims. To ensure warranty eligibility purchase new Sensorex products at sensorex.com or through our authorized distribution partners.

Exclusions and limitations

By purchasing at Sensorex, whether you place your order online or by telephone, you acknowledge that you have had an opportunity to review the Sensorex warranty terms, have done so to the degree you need to be familiar with them, and you accept their terms and conditions, including the limitations, exclusions, and disclaimers in them. Certain state laws do not allow limitations on implied warranties or the exclusion or limitation of certain damages. If these laws apply to you, some or all of the disclaimers, exclusions or limitations may not apply to you, and you might have additional rights.

Except for the limited warranty expressly set forth [above] or to the extent restricted or prohibited by applicable law, Sensorex expressly disclaims any and all other warranties express or implied, including any warranty of quality, merchantability, or fitness for a particular purpose, and you specifically agree that Sensorex shall not be liable for any special, incidental, indirect, punitive, or consequential damages for breach of any warranty of any type on any Sensorex product. In addition to and without limiting the generality of the foregoing disclaimers, the limited warranty does not, under any circumstances, cover the replacement or cost of any external devices, personal property, or lost productive time.

Third-party product

Products sold through the Sensorex Online Store that do not bear the Sensorex brand name are serviced and supported exclusively by their manufacturers in accordance with any terms and conditions packaged with the products (unless the third-party product is pre-installed in a Sensorex-branded product). The Sensorex Limited Warranty does not apply to products that are not Sensorex-branded, even if packaged or sold with Sensorex products. Please contact the manufacturer directly for technical support and customer service.

Warranty Service

We promise that your product will be defect-free in materials and workmanship. No warranty, expressed or implied, is made regarding any product's merchantability or fitness for a particular purpose.

What isn't covered

The warranty will not cover product failure because you broke it (any defect or malfunction that is caused as a result of misuse, failure to follow operating instructions, abuse, or use with improper or faulty equipment). It doesn't cover incidental damages. Also, the warranty is null and void if you open any product that isn't intended to be opened – please don't repair or modify any Sensorex product yourself. Sensorex does not warranty or provide service or support for any of the third party product.

Documentation

To help ensure warranty claims are for genuine Sensorex products, our technical support department may require a receipt to complete your claim. If a receipt is required, you will be emailed requesting a copy be attached and sent to us via email.

Repair and replacement

We will, at our discretion, repair or replace any product that proves to be defective in material or workmanship. If your product is no longer being manufactured or is out of stock, we may replace your product with a similar or better product at our option. If you return your product within the first 30 days of purchase, you will receive a new replacement unit. Replacement units that are sent for products that are returned to Sensorex after the first 30 days of purchase may be refurbished units of similar cosmetic wear.

Get the warranty-ball rolling

To get your warranty product covered you'll need to fill out the following form [here](#). If you have problems or questions, call us at +1.714.895.4344 or email us at support@sensorex.com.

Warranty policy

Seller warrants, for a period of one year from date of manufacture, that goods of its own manufacture shall be free of defects in materials and workmanship under normal use and service, provided they are maintained in accordance with Seller's instructions. At its option, Seller will either repair or replace goods that are found to be defective within the warranty period. Replacement parts will be delivered F.O.B. shipping point, and Seller may require the return of allegedly defective parts, freight prepaid, to establish the warranty claim. The warranty is applicable only if (a) the defect occurred under normal use and service; (b) the defect arose from faulty workmanship or materials; (c) Buyer notified Seller in writing of the defect within ten days of its discovery by Buyer; and (d) the goods are properly employed in the use for which they are intended and maintained in accordance with any applicable Seller operation and service manuals. The warranty provided will be void if the goods were either: (a) repaired or serviced by a service facility, which was not authorized, by Seller; (b) replacement parts not manufactured by Seller were utilized; or (c) modifications were made to the goods which were not approved by Seller. Any warranties provided on goods not manufactured by Seller are assigned to Buyer, without recourse, at the time of delivery. Any descriptions, drawings, samples or similar materials used in connection with this sale are for the sole purpose of identifying the goods and are not to be construed as a warranty that the goods will conform to such description. BUYER, IN ACCEPTING THE DELIVERY OF THE GOODS, ACKNOWLEDGES THAT SELLER MAKES NO OTHER WARRANTIES OR REPRESENTATIONS WITH RESPECT TO THE GOODS, EXPRESS OR IMPLIED, AND SELLER DISCLAIMS THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL SELLER BE LIABLE FOR ANY INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF USE OR DOWNTIME, WHICH ARISE FROM DEFECTS IN THE GOODS. SELLER'S TOTAL LIABILITY HEREUNDER SHALL BE LIMITED TO THE VALUE OF THE GOODS PURCHASED.