

Warranty

Vecos Product / Service Warranty Information

In the rare event of a problem with a locker, part or service provided to you by Vecos, the following warranties and warranty claim processes will apply.

Warranty on Products

Hardware

2 year warranty on any Vecos electronic hardware.

UPS Hardware

1 year warranty on any UPS' purchased (please note that UPS' are an optional extra, and are available upon request).

Software

Releezme support includes continuous technical support for the duration of the SaaS Agreement. Includes continuous software updates.

Use & Maintenance of Software

General Terms & Conditions

Of these general terms and conditions if these are reported within that period described in detail in writing to Vecos. Vecos does not guarantee that the software will function without interruption or faults or that all faults will be improved. The repair will be executed free of charge, unless the software is developed under authority of the customer other than for a fixed price, in which case Vecos will charge its customary rates and costs of repair. Vecos can charge its customary rates and the costs of repair if there is a matter of user faults or improper use by the customer or other causes, not to be attributed to Vecos, or if the faults during the execution of the agreed acceptance test could have been determined. Repair of garbled or lost data is not covered by the warranty. The warranty obligation expires if the customer makes alterations, or has alterations made, without written consent of Vecos in the software.

Repairs

Repair of faults will be executed at a location to be determined by Vecos. Vecos is entitled to introduce temporary solutions or program detours or problem-avoiding restrictions in the software.

Expired Warranty

After expiration of the warranty period as mentioned in paragraph 1 of this article Vecos is not bound to repair any faults, unless a Service Legal Agreement (SLA) was entered into between parties, which includes such repair.

Sale of Hardware

Repairs

Vecos will, repair any material faults and manufacturing faults in the hardware, to the best of its ability, as well as in parts that are delivered by Vecos in the scope of warranty or maintenance, during a period of 3 months after availability, if these have been reported within that period in detailed description. All replaced parts will become property of Vecos. The warranty obligations expire if these faults are totally or partly the result of improper, negligent, or incompetent use, external causes such as fire damage or water damage, or if the customer makes or has made alterations in the hardware or in the parts that are delivered by Vecos in the scope of warranty or maintenance, without consent of Vecos. Activities and costs of repair outside the scope of this warranty will be charged by Vecos in accordance with its customary rates.