

## **FAQ – Warranty**

PhotoFast warrants to the original end user customer, that the products, excluding content and/or software supplied with or on the product, will be free from material defects for the period of 1-year.

To make a warranty claim on a product you may return the defective product to the original retailer from which the product was purchased. They should be able, using their own return policy, assist in a replacement or refund of the product. If the Retailer is unable to assist the original end user customer with a replacement please visit our support website at <http://www.photofast.com/home/contact/support/> within the Warranty Period and provide proof of purchase (showing date of purchase and name of the reseller) and product name, type and model number.

The guarantee is valid only when these products are used with appropriate equipment that is in conformity with the standards in force. This guarantee is reserved only for the person who acquired the products, and following presentation of proof of purchase. This guarantee is null and void if the products are not used in a normal way, if original identification information has been altered, changed or removed, or if PhotoFast determines that negligence, abnormal use, incorrect installation, a repair, a change or an accident causes the defect. PhotoFast declines all responsibility in cases of failure or defects caused by any third-party product or component.

### **Customer-induced Damage**

All items with customer-induced damage are not returnable.

### **Refund & Replacement Information**

**PHOTOFAST WILL IN NO WAY BE HELD RESPONSIBLE, UNDER ANY CIRCUMSTANCES AT ALL, FOR INDIRECT, CONSEQUENTIAL OR ACCESSORY DAMAGES, OR FOR THE LOSS OF DATA. PHOTOFAST WILL IN NO WAY BE HELD LIABLE FOR ANY COSTS THAT THE END USER INCURS IF INDEPENDENTLY IDENTIFYING THE SOURCE OF SYSTEM PROBLEMS, REMOVING, OR SERVICING THE PRODUCT.**