

ANTENNAS

WARRANTY

ALGcom guarantees that the products manufactured and any materials used in the manufacture process are free of defect condition.

The warranty period for products purchased directly from ALGcom is 3 (three) years.

NOTE: The guarantee will only be valid upon presentation of the invoice.

The terms established here will be counted from the date of issuance of the factory sales invoice, including those established in the current legislation in force.

Information on the term and expiry date of the warranty can be obtained by contacting sac@algcom.com.br. For this, you must inform the model, serial number or batch number, date of manufacture and number of the sales invoice.

EXCLUDING WARRANTY

The warranty does not apply to:

Transport costs and/or insurance for sending products suspected of malfunctioning to ALGcom technical assistance;

Natural wear of parts or components under normal operating conditions;

Damage caused during transportation, handling and storage;

Damage caused by natural phenomena, or unforeseen or unavoidable causes;

WARRANTY INVALIDITY

The product will automatically lose its warranty whenever:

The sales invoice is not presented;

The sales invoice has erasures or modifications;

There is a default with the purchased product;

It is not possible to verify the product identification, due to alteration or erasure of the data;

Violation, modification, component replacement, adjustment or repair by unauthorized personnel;

Any damage from falls or agents of nature: fire, lightning, flood, landslides, chemicals, earthquakes, explosions, salt air, etc.

The instructions for use and assembly contained in the manufacturer's manual are not observed.

REPAIR SERVICES AND TECHNICAL ASSISTANCE

ALGcom offers its customers repair services and technical assistance for products. Attention to the information:

Out-of-warranty products will be repaired if the customer approves the quote presented;

Products repaired outside the original warranty, acquire 3 (three) months warranty on the repair;

For products repaired within the warranty period, the expiration date remains the original;

PLACE OF EXECUTION TO THE GUARANTEE SERVICE

For products not purchased directly from the ALGcom factory, you must first contact the authorized representative or reseller in which the purchase was made, so that this channel contact the ALGcom customer attendance service.

If you need to repair products within the warranty period, contact your local authorized ALGcom product distributor. If not, contact ALGcom customer attendance service directly.

For complaints, comments, questions or suggestions about products or repairs, contact our Customer Attendance Service: +55 54 3201.1903 | sac@algcom.com.br.



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