

Limited Warranty

1. The products supplied by Volgaburmash meet all the established requirements to quality and completeness and at the time of sale are in new conditions, in original packaging from Volgaburmash, free from any defects in manufacturing, materials and workmanship.
2. The quality and authenticity of origin of the supplied products are confirmed by the Certificate that goes along with each product.
3. The warranty period for products is 12 months after shipment date unless otherwise stipulated by the terms of the Sales Contract.
4. These warranty obligations apply to the products of Volgaburmash on the condition that the customer fulfilled the requirements of Maintenance Guide*.
5. For products with a confirmed warranty case (a warranty case means a manufacturing defect of a product identified during the warranty period), it is at the discretion of Volgaburmash to perform replacement, rework or other actions agreed with the customer, within a period of time agreed with the customer.
6. Volgaburmash accepts warranty claims for review only in written form** and accompanied with all the necessary supporting documents, including the Certificate and the Sales Contract. A preliminary answer shall be provided within 15 working days upon receipt of a claim.
7. Volgaburmash will not be liable for any additional expenses by the customer, which arise owing to a warranty case unless otherwise stipulated by the terms of the Sales Contract.
8. The decision on admission of a warranty case is made on condition of available proof of a manufacturing defect. In coordination with the customer, Volgaburmash shall carry out an examination of the product in its plant laboratory. If necessary, the customer has the right to arrange a research by an independent third party organization certified in the appropriate field.
9. The warranty is void if the serial number has been removed or defaced from the product.

* Maintenance Guide available online: <https://en.vbm.ru>

**Warranty claim could be submitted online: <https://en.vbm.ru>