

# ROSbot limited warranty

## terms and conditions

### 1. Introduction

Husarion sp. z o.o. guarantees the function of ROSbot (version 2R, 2 PRO or XL), as supplied and distributed by Husarion or any authorized dealer, and will repair or replace any part that has factory defects which appear due to defective parts or materials, or faulty workmanship, with new or reconditioned parts. The mentioned repair or replace will be provided free of charge during the warranty period, with respect to the following terms.

### 2. Warranty terms and conditions

#### 2.1. Warranty period

This limited warranty begins on the original date of purchase and is valid for a period of twelve (12) months from this date.

#### 2.2. Scope of warranty

- The warranty covers the ROSbot main body with all permanently attached parts as wheels and sensors (if applicable), together with accessories including antenna, charger, cables and power adapter.
- Please note that we do not guarantee the proper function of parts which are subject to normal wear and tear, as batteries or microSD cards, for the whole warranty period. In case of mentioned parts, the warranty is limited to defects which may cause the device to be inoperable or working below its specification (for example due to reduced capacity of the batteries). The lifetime of such parts strongly depends on the intensity or scenario of use. Please follow the ROSbot user manual and safety instructions to extend their lifetime.
- The limited warranty does not cover any of the following actions:
  - Failure of the software and firmware caused by improper use.
  - Failure of any part of the device, caused by improper use, product alteration or modification, unauthorized repair, use of non-Husarion or unauthorized internal parts.
  - Failures or problems due to incompatibility with used third-party supplies, accessories or other equipment.
  - Exterior finish or cosmetic damage.
  - Damage caused by incorrect voltage and/or polarity of power supply connected to the robot and/or the included power adapter.
  - Damage caused by random events such as water, fire, robbery, war, public disturbances, lightning or any other cause beyond the control of Husarion.
  - Damage which occurs during transport, other than the first shipment from Husarion or authorized distributor to the purchaser.

- Husarion does not warrant uninterrupted or error-free operation of the product under all conditions.
- This limited warranty is valid for any user of the product who has legally acquired possession of the product during the initial warranty period. Warranty is not transferable.

## 2.3. Warranty claim procedure

- To request a service, the purchaser must contact Husarion for problem determination and service procedures, by email: [support@husarion.com](mailto:support@husarion.com), by official social media profiles, by phone or any other voice call services, or by sending a letter to our address:

Husarion sp. z o.o.  
ul. Prądnicka 89/6  
31-202 Kraków  
POLAND

Please do not send your robot to Husarion until you receive the warranty claim acknowledgment and further instructions, including the shipment method, which may depend on your country.

- When the warranty claim is valid, the shipping costs for both direction will be covered by Husarion.
- The total repair time, excluding shipping time, should not exceed 14 days. There can be exception if our service has to use any parts with long lead time, however, this should not happen when servicing the product which Husarion currently offers on <https://store.husarion.com>.
- The date of the warranty claim is the date when the problem description is sent for the first time. The warranty claim can be valid only if this date is within the warranty period.
- To receive a warranty service, the original dated invoice, sales receipt or the serial number of ROSbot must be provided to Husarion sp. z o.o. service center.
- ROSbot serial number can be found at the bottom of the device and is also permanently programmed inside the electronic controller memory which can be read by user. If the serial number on the robot enclosure is defaced, missing or illegible, please contact Husarion to receive help with reading this number from the device's memory. If both printed and programmed serial number is missing, the warranty with Husarion sp. z o.o. is null and void, but can be still considered as valid at Husarion own discretion. In such case, please contact Husarion to verify your warranty status.
- If the Husarion sp. z o.o. warranty service considers your warranty void, you may still receive the warranty service from the dealer from whom the product was purchased at his discretion.
- Replacement parts and products assume the remaining original warranty or 60 days, whichever is longer.

## 2.4. Husarion's responsibility

- Husarion shall not be liable for loss, damage or injury to purchaser and purchaser's property and to others and their property arising out of the use, misuse or inability to use this product sold by Husarion not caused directly by the gross negligence of Husarion.
- Husarion shall not cover any loss or damage greater in amount than the purchase price of the product sold by Husarion and causing the alleged damage.
- Purchaser assumes all risk and liability for the proper and safe use of the product, ensuring the safety of himself, third party persons, and any assets which belong to the purchaser of third parties.



### 3. Official technical support

- We make every effort to provide the technical support to every purchaser which may experience difficulties when using ROSbot. However, the technical support is not legally binded with the warranty, and is provided to ensure purchaser satisfaction.
- The official technical support may, at its own discretion, help the purchaser repair the product failures, both software and hardware related, after the end of the warranty period. The fact that such repair has been carried out will not extend the warranty period.
- If a trivial repair is needed, Husarion's technical support may agree for the user to repair it himself by writing an official e-mail. In such case, the support may help the user with the repair, before the end of the warranty period. The fact that such repair has been carried out will not change the warranty period.

PLEASE RETAIN THIS DOCUMENT FOR FUTURE REFERENCE