

Terms of Warranty

The warranty policy, the terms and conditions of which are set forth hereafter, applies to the Marine Electronics Products under the ONWA brand name (Hereafter called "**Products**") manufactured by ONWA Marine Electronics Co. Ltd. (Hereafter called "**Onwa**") that sold to the overseas distributors (hereafter called "**Distributors**").

Article 1. Terms and Coverage

ONWA provides an end user warranty of **12 months** from date of purchase from an authorized Onwa dealer or distributor. This period may be extended if local consumer laws mandate a longer warranty.

Onwa reserves the right to deny any warranty claims for products that are older than 3 years from the invoice date of the original distributor shipment.

Onwa warrants the **Products** to be free of defects caused by faulty material or poor workmanship.

The warranty does not apply to the defects caused by any of the following circumstances for which **ONWA** cannot be held responsible.

- a) Improper transportation and storage.
- b) Force Majure or other unforeseen ~~or~~ circumstances.
- c) Customer misuse.
- d) Incorrect installation.
- e) Improper maintenance.
- f) Unstable vessel power supply.
- g) Attempted repair or modification by an unauthorized person.
- h) Other events or acts of nature beyond **ONWA's** control.

Article 2. Charges

ONWA shall not bear the following charges and /or expenses to be incurred for **Distributors** to return defective parts to **ONWA**.

- a) Postages/freight charges
- b) Transportation charges
- c) Customs clearance fee
- d) Import duties
- e) Warehouse fee
- f) Insurance premium
- g) Packing

Article 3. Claim

When **Distributors** claims warranty of the **Products**, **Distributors** are requested to fill up the "**WARRANTY CLAIM FORM**" (Please see Appendix A) attached and email (info@onwamarine.com) to **ONWA** to report failure once the problem is found.

Article 4. Return

Once **ONWA** receives the **WARRANTY CLAIM FORM** , **ONWA** will assign a RMA code (VRRxxxx). **Distributors** should return the defective unit, parts, components or P.C.Board to **ONWA** with that RMA code. **Distributors** should return the defective unit, parts, components or P.C.Board to **ONWA** within 3 months after the **WARRANTY CLAIM FORM** was sent.

Note:

Distributors may request **ONWA** to send warranty spare parts before they return the defective warranty claim parts. **ONWA** will raise an invoice for the advance replacement items, this invoice will immediately be cancelled when the defective parts are received by **ONWA** within 3 months of the replacement parts dispatch.

Appendix A**ONWA Warranty Claim Form**

Date :	
RMA No. :	
Name of Customer :	
Customer Ref. :	
Equipment :	
Model :	
Serial No. :	
Returned Parts :	
Symptom:	
Remarks:	