

NIKON INDIA WARRANTY POLICY- HEALTHCARE (MICROSCOPES) BUSINESS UNIT

Dated: **1st April 2022**

This Nikon Warranty applies to the Nikon Healthcare (Microscopes) Products listed on the Healthcare section of the Nikon AOM (Asia Oceania Market) website from time to time.

Web Link: https://www.microscope.healthcare.nikon.com/en_AOM/

Terms and conditions

Warranty is applicable only for the Nikon Healthcare Biological Microscopy Product ("Product") purchased from Nikon India Pvt. Ltd. ("Nikon India") or Nikon India authorized sales partner (distributor/dealer). Product is covered against any manufacturing defect for one full year from the date of installation and commissioning. If installation and commissioning is delayed beyond 20 calendar days after delivery due to any reason attributable to the customer, then the warranty start date would be the 21st day after the delivery of the Product.

Below documents are necessary for applying for the warranty claim:

1. Purchase Invoice copy from Nikon India or its authorized sales partner.
2. Product installation and commissioning report signed by customer and an engineer authorized by Nikon India.

Customer can contact Nikon India through phone: 91-124 4688500 or email ID:

nindsupport.hc@nikon.com

The mechanical, electrical and optical components of the Nikon Product are warranted by Nikon India Pvt. Ltd. ("Nikon") to be free from defects in material and workmanship for a period of **one (1) year** from the date of installation as mentioned above. During the one (1) year warranty period, Nikon will, at its option and without charge, either repair or replace any mechanical, optical or electronic part or assembly of parts of this Nikon Product found by Nikon to be defective in material or workmanship, subject to the following limitations, conditions and exclusions:

- a) This warranty extends to the original customer / purchaser only and is not assignable or transferable.
- b) While registering the warranty claim, customer needs to furnish the details like Product model number, serial number, purchase date and a brief statement of the problem. Nikon India's

authorized service engineer will analyze the Product and determine whether the Product can be serviced on-site or must be shipped to Nikon India for servicing.

- c) Repair or replacement of the Product does not restart a fresh Warranty Period.
- d) Nikon India reserves the right to decide whether to repair or replace the Product under this warranty.

This warranty shall not apply to the following:

1. Cleaning or regular maintenance of the Product.
2. Damage or failure of equipment due to abnormal use, wear and tear
3. Product which has been subjected to disassembly, tampering, misuse, impact, improper storage, use with accessories or other items not provided by Nikon, contact with foreign materials such as sand or liquids, abuse, abnormal use, neglect, alteration, negligence, accident, or which has had its serial numbers, names, functions or applications altered or obliterated.
4. Defects or damage directly or indirectly caused by the installation or repair of the Product by unauthorized personnel and/or the use of unauthorized replacement parts and use of incompatible accessories, products which causes failure or degradation to performance of Nikon Product.
5. Lamps, bulbs batteries, dongles, footings, rubber eyecups and other consumable items.
6. Failure due to unstable power supply, poor earthing in electrical supply or operating environmental conditions in non-compliance with any applicable instructions or recommendations of Nikon.
7. This warranty is not applicable to any damage from natural calamity like earthquake, flood, etc.
8. Unless specifically mentioned otherwise, Non-Nikon products provided by Nikon are not covered by these warranties, and are instead covered by the warranty, if any, issued by their respective manufacturers.
9. Software and compatibility with operating system are not covered by the Warranty. Software programs are not covered by these warranties, and are instead covered under the warranty, if any, set forth in the software license for that software.
10. Any direct or indirect loss or compensation arising due to Product malfunction is not covered under the warranty.

THE WARRANTY HEREIN IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE OR NON-INFRINGEMENT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, IN WHICH EVENT THE DURATION OF ANY IMPLIED WARRANTY SHALL BE LIMITED TO ONE (1) YEAR FROM THE DATE OF PURCHASE OR SUCH LONGER PERIOD AS MAY BE REQUIRED BY APPLICABLE LAW. NIKON HEREBY DISCLAIMS ALL LIABILITY FOR CONSEQUENTIAL, INDIRECT, SPECIAL AND INCIDENTAL DAMAGES ARISING OUT OF, OR IN CONNECTION WITH, ANY BREACH OF WARRANTY OR ANY OTHER CLAIM WITH RESPECT TO THIS NIKON PRODUCT, INCLUDING, BUT NOT LIMITED TO, CLAIMS OF NEGLIGENCE, STRICT LIABILITY OR BREACH OF CONTRACT, EVEN IF NIKON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

THE ORIGINAL CUSTOMER / PURCHASER IN DELIVERING THIS NIKON PRODUCT MUST (i) PACKAGE IT SECURELY TO PROTECT AGAINST DAMAGE, (ii) PREPAY ALL PACKAGING, SHIPPING, AND DELIVERY COSTS TO THE AUTHORIZED REPAIR FACILITY, AND (iii) INCLUDE A WRITING WITH THE PRODUCT MODEL NUMBER, SERIAL NUMBER, ORIGINAL CUSTOMER PURCHASER NAME, PROOF OF PURCHASE THAT INCLUDES PURCHASE DATE, A BRIEF STATEMENT OF THE PROBLEM AND THIS WARRANTY STATEMENT.