



VIKING ARM

**Viking Arm
Warranty Policy**



VIKING ARM

Warranty Policy for distributors

The purpose of this document is to provide information regarding our warranty policy in relations with Distributors of our tools.

Sales of Viking Arm tool are regulated by the provisions of the Norwegian Sale of Goods Act (Kjøpsloven) of 01.01.1989.

Viking Arm AS, the Company, is not bound by any further warranty other than described in this document. It is recommended the Distributor familiarize themselves with this policy and enforce and use information from this document, where and if, they see applicable within their policy and/or agreement of warranty terms with their customers. The Company, at its sole discretion, reserves the right to change or modify this Warranty Policy document, in part or in whole, without prior notification.

The Company guarantees that the product contains no material or manufacturing defects and that it will function properly during the warranty period. This guarantee means that a Distributor will repair the fault or, at our exclusive decision, replace the supplied item in full or in part with a new component.

Viking Arm AS guarantees the products it manufactures, which are sold new, for a period of 24 months from the purchase date (for end-users) and 28 months from dispatch from Viking Arm factory (for Distributors/Resellers). In the event of failure all claims are to be made within 60 days of failure. Failure of our products is covered in terms of replacement parts and labor.

Warranty cover on all replacement/repaired parts fitted to product during the warranty period automatically expires at the end of the whole product warranty period. This warranty is not extended or renewed by the performance of warranty activities.

Viking Arm AS will adjudicate all claims in accordance with these terms and conditions. Where authorized under warranty cover, repairs will be carried out by a repairer approved by the Company. Any defective part replaced under warranty shall become the property of the Company. The old unit, in the event of replacement, must be returned to Viking Arm AS.

All new parts purchased from the Company carry a 24 months warranty for end-users and 28 months for Distributors/Resellers. Claims must be supported with full proof of purchase. Parts deemed incorrectly installed constitute abuse and warranty will not apply on such parts.

Exclusion of liability:

1. Claims will be rejected if failure is due to abuse, incorrect use, impact damage, negligence, accident, alteration, normal wear, lack of proper recommended maintenance, including the use of parts not approved by Viking Arm AS.
2. Damage resulting from overloading the product.
3. Failure due to chemical corrosion and physical erosion.
4. Work performed by repairers not approved by the Company.
5. Unauthorized alteration.
6. Failure caused by theft, vandalism.
7. Loss of time, loss of use of product or any other loss that may result as a consequence of failure.

All warranty claims must be made addressed to support@vikingarm.com.



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Warranty Policy for end-users purchasing tools and parts directly from Viking Arm AS

Sales of our products to end-users are regulated by provisions of the Norwegian Consumer Purchases Act (Forbrukerkjøpsloven) of 01.07.2002.

Customers' trust in the Viking Arm's quality is extremely important for us. Viking Arm has been designed and tested for applications the tool was created for. It has been crafted using advanced technical manufacturing and materials. You should never have a problem with your Viking Arm tool. However, if you find fault with the workmanship or materials of your Viking Arm, please return it to us with valid proof of purchase.

Warranty claims must be submitted to Viking Arm AS in writing within sixty (60) days from the time the defect is or should have been discovered. For two (2) years from the date of purchase, Viking Arm is warranted for the original purchaser to be free from defects in material and workmanship.

Exclusion of liability:

1. Claims will be rejected if failure is due to abuse, incorrect use, impact damage, negligence, accident, alteration, normal wear, lack of proper recommended maintenance, including the use of parts not approved by Viking Arm AS.
2. Damage resulting from overloading the product.
3. Failure due to chemical corrosion and physical erosion.
4. Work performed by repairers not approved by the Company.
5. Unauthorized alteration.
6. Failure caused by theft, vandalism.
7. Loss of time, loss of use of product or any other loss that may result as a consequence of failure.

Viking Arm will always be useful to you, provided you take good care of the tool like protecting against damage and rust and storing it neatly. Please carefully read our maintenance and safety tips in the Support section.

All warranty claims must be made addressed to support@vikingarm.com.