

Warranty Information

Warranty scope

Unless otherwise agreed in writing, Becker Avionics GmbH warrants that the delivered equipment shall be free of any defect in material and workmanship during the Warranty Period, which occurs during normal operation and applicable product specifications at the date of delivery. Normal operation is understood to be the operation of the product under the conditions described in the operation manual.

The warranty begins on the day of purchase (date of purchase on original purchase document receipt) or the date of the shipping documents. Please note that the warranty claims can only be asserted by presenting the original purchase receipt or the original shipping document. Therefore, always keep your purchase receipt or your shipping document together with the warranty documents. Warranty claims must be asserted immediately following the discovery of the fault at the sales or service partner, or at Becker Avionics GmbH.

Warranties

Unless otherwise agreed in writing, the Warranty Period is 2 years. Within this period, the warranty shall be carried out with repair or exchange at the discretion of Becker Avionics GmbH.

Defective parts shall be replaced in the case of material and/or workmanship faults. If necessary, due to unreasonable high repair efforts, the entire product shall be exchanged with an identical or functionally identical product.

If a warranty case accrues, only the remaining duration of the warranty period for this device shall apply.

In a warranty case of the product, Becker Avionics GmbH shall carry the costs for its workmanship and the required materials/parts, except those costs for customs duties, taxes and other foreign charges, which may be incurred at customer's country or premises.

The costs and risk of the transport to the service point (service partner or repair centre) shall be borne by the customer. The costs of the transport from the service point shall be borne by the Becker Avionics GmbH.

Repair service

For repair services required for products which are beyond of the 24 month warranty period, Becker Avionics GmbH provides a headquarter service, applicable only for Becker products. The workshop turnaround time is app. 20 working days, excluding and/or clearance time. A succeeding warranty is limited to the replaced materials and parts in each case of service and shall be 6 month.



Headquarter service:

Product Support Department
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