

Basic Policy of Product Warranty

The purpose of this basic policy of product warranty (hereinafter called "Warranty") is to clarify the warranty of the products of Graviton Incorporated (hereinafter called "Graviton").

1. The products covered by Warranty

The products that Graviton manufactures and sales (hereinafter called "the Products") are covered by Warranty. The products made by the other makers and/or consumable items such as batteries, which are used with the Products, are not covered by Warranty.

2. The period of Warranty

The period of Warranty is one year from the shipping date on the invoice.

As some of the Products have exceptional period, contact the sales representative for each exception. In case the Products are repaired or replaced, described in the provision 3, the Warranty of such products is applied retroactively to the shipping date of the original Products. Therefore, it is in general no more than one year.

3. The scope of Warranty

During the period of Warranty defined in the provision 2, in case that Graviton receives a notice of defects from the customer, and it is found that such defects are responsible for Graviton, Graviton warrants the Products according to the RMA procedure of Graviton.

Warranty will be carried out, without charge, at its option, either repair or replace the Products which prove to be defective. Replacement the Products may be either new or like-new.

4. The cases not covered by Warranty (Not covered by Warranty)

4.1 Graviton does not warrant the Products in cases as follows.

4.1.1 The trouble caused by the client who uses the Products in any improper way which are not described in the user's manual and/or the procurement specifications agreed in advance.

4.1.2 The trouble caused by the devices, the systems and/or software which works with the Products. It includes the trouble caused by making the screws of FC receptacles loosen by the client.

4.1.3 The trouble caused by the modification and/or repair made by the client.

4.1.4 The trouble caused by failing the maintenance described in the user's manual, such as replacing the consumable parts and/or items.

4.1.5 The trouble which was not possible to foresee by the standard of technology and/or science at the time of shipment.

4.1.6 The trouble is caused by The Force Majeure, which shall include, but not limited to, act of God, acts or orders of governmental authorities, blackout of the power or abnormal voltage, fire, flood, typhoon, tidal wave, or earthquake, war (declared or not), rebellion, riots, strike, or lockout.

4.2 Graviton does not warrant any further secondary troubles, which cause by the defects described in the provision 2. and/or the troubles described in the provisions , 4.1.1 to 4.1.6.

Any questions regarding this Warranty should be directed to the representative referenced below.

Graviton Incorporated

Shinji Soma
soma@graviton.co.jp

Effective as of January 12, 2023

