

Warranty conditions

Legenda:

Product: The AvMap car navigator, contained in the packaging.

Conformity: Conformity to the technical, aesthetic and functional features described for the product

Purchaser: Private person purchasing the product from the vendor.

Producer: AvMap S.r.l.

This warranty is valid throughout the European Community. The conditions of guarantee secure the Purchaser in conformity with the 1st Article 1 Dlg. 2 February, n. 24 without prejudice of the rights deriving to the Purchaser in pursuance of the national laws.

The Purchaser can exercise warranty rights up to 24 months from the date of delivery of the product. The date of delivery is taken as the one printed on tax documents (receipt, invoice or other equivalent) issued by the seller to the Purchaser at the point of sale.

If the product displays a possible Conformity Defect, it must be returned to the Support Centre within two months since the finding, otherwise the Purchaser will lose the warranty right.

When the Purchaser verifies a Conformity Defect he/she must send the product to the Support Centre, together with the tax document and the warranty.

The Purchaser's rights under this warranty, are forfeited in the following cases:

- If the Support Centre identifies previous unauthorised repair attempts have been made, and/or that unofficial replacement components have been used.
- Conformity Defect caused by the misuse of the product or inadequate installation and/or failure to comply with the instructions contained in the User Manual, or contrary to the technical or security regulations in force in the Country in which the Product had been used when the possible Conformity Defect occurred.
- Conformity Defects caused by revisions or alterations that have not been authorised by the Producer, that is negligence, misuse, deterioration due to the exposure of the Product to sunlight, humidity, heat source or temperature that do not conform with the recommendations in the User Manual.
- Damages caused directly or indirectly to the Product by the Purchaser during carrying, or due to its exposure to:
 - Lightning or other atmospheric phenomena
 - Excess voltage
 - Inadequate or irregular electrical supply, and generally due to any operations or interventions carried out on the Product by the Purchaser or by a third party contrary to the correct use of the Product.

The Purchaser's rights under this warranty also regard the aesthetical and/or missing components, power supply cables, but excluding normal wear and tear or inadequate and/or inappropriate employ of the mentioned parts above.

The conditions of this Warranty can only be changed, modified or extended in writing by the Producer.

Each possible controversy deriving and/or connected to the previous conditions of the warranty will be transferred to the exclusive and absolute knowledge of the jurisdiction of Massa (MS).

Repair and replacement under warranty

When a Conformity Defect has been confirmed, the Purchaser must contact the authorised Support Centre for national territory by one of the following methods:

Web procedure:

The Purchaser should visit the www.avmap.it website and click on "Technical Support." The Purchaser will be required to complete an on-line assistance request form.

Once the form has been processed, the Support Centre will send the Purchaser an authorisation number (RMA) by email.

The Purchaser may then send the broken equipment to the national competent Supporting Centre for the reparation on guarantee.

Telephone procedure:

Contact 0039 0585 784044 and explain your problem to the Support Centre operator. The operator will give you an authorization number (RMA). The Purchaser may then send the broken equipment to the national competent Supporting Centre for the reparation on guarantee.

The Purchaser can check which is the national competent Supporting Centre for each country on the web site www.avmap.it.

For repairs carried out under guarantee or Product replacement, the validity of the warranty continues to have effect from the date on the tax document. The Product control and the Conformity Defect Check are exclusive competence of the Supporting Centre.

AvMap Support: Tel.0039 0585 784044 - info@avmap.it

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