

# Warranty Policy

Tempress A/S • Valid from 2024

## Overview

Tempress A/S warrants that all products are free from defects in materials and workmanship under normal use and service conditions. Our warranty covers repair or replacement of defective parts at our discretion.

We offer two warranty tiers depending on the nature of the purchase:

Standard Warranty	Extended Project Warranty
<p><b>Coverage:</b> 1 year</p> <p><b>Applies to:</b> All standard commercial sales</p> <p><b>Activation:</b> Automatic from date of delivery</p> <p><b>Conditions:</b> Normal use and installation</p>	<p><b>Coverage:</b> 2 years</p> <p><b>Applies to:</b> Project-based purchases (upon agreement)</p> <p><b>Activation:</b> Agreed in writing prior to order</p> <p><b>Conditions:</b> Normal use, approved installation</p>

## 1. Standard Warranty — 1 Year

All products sold through standard commercial channels are covered by a 1-year warranty from the date of delivery.

### Included under the standard warranty:

- Manufacturing defects in materials or workmanship
- Functional failures under normal operating conditions
- Free repair or replacement of defective components
- Return shipping of repaired/replaced goods to the customer

The warranty period begins on the date of invoice/delivery confirmation.

## 2. Extended Project Warranty — 2 Years

For project-based purchases, Tempress A/S can offer an extended warranty period of 2 years. This must be agreed in writing before the order is placed and will be confirmed in the order acknowledgement.

### Conditions for extended project warranty:

- Must be requested and agreed prior to order placement
- Applies only to the specific project scope defined in the agreement

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- Installation must be carried out by qualified personnel
  - Equipment must be operated within specified parameters
  - Service and maintenance records must be available upon request

Please contact your Tempress sales representative to discuss extended warranty options for your project.

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### 3. Warranty Exclusions

The warranty does not cover the following:

- Damage caused by improper installation or misuse
  - Normal wear and tear
  - Damage from unauthorized modifications or repairs
  - Damage caused by external factors (e.g. overpressure, contamination, corrosion from incompatible media)
  - Consumable parts (seals, gaskets, filters) unless covered by a manufacturing defect
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### 4. Making a Warranty Claim

To submit a warranty claim, please contact Tempress A/S with the following information:

- Order number or invoice number
- Product type and serial number (if applicable)
- Date of delivery
- Description of the defect or failure
- Photos or documentation of the issue

Our team will assess the claim and respond within 5 business days. If a return is required, Tempress A/S will issue a Return Merchandise Authorisation (RMA) code. The customer must wait for this code before shipping any goods back — the RMA code must be clearly marked on the outside of the package. Returns received without a valid RMA code will not be accepted.

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#### Contact

Tempress A/S | [warranty@tempress.dk](mailto:warranty@tempress.dk) | [www.tempress.dk](http://www.tempress.dk)

*This document is subject to change. Please contact us to confirm current warranty terms.*