



Warranty Terms & Conditions

The happiness of our customers is important to us.

All the necessary information regarding warranty terms and conditions are mentioned below.

- **Warranty Period:** All of our products are under 2 YEAR WARRANTY from RAYKAR, as long as they are being used as our user manuals require and not being maintained by any other parties other than our own authorized personnel. This warranty includes all unpredictable flaws and damages due to primary production process starting from your initial time of purchase.
- The warranty conditions are only applicable if the product in question was setup by RAYKAR, all necessary spare parts are implemented by RAYKAR and the maintenance cycle was never interrupted by other parties.
- For all your queries regarding maintenance and setup issues, please reach our authorized support team via our contact forms or landlines. For your calls, please use our help center: +90 224 443 43 17.
- In cases of warranty usage, all decisions that are needed to be made, will be provided by our firm regarding spare part usage and repair time as well as the during of the process.
- Railed systems are exceptionally sensitive against user damages, thus it is at most importance that our specific user manuals should be taken under consideration during product usage. Avoiding steps on specific parts is crucial for the health of your product. Please reach us with any matters regarding changing spacing in between shelves and additional weights for your railed systems.

Out of Scope Damages and Breakdowns

- Floods, freezing, fire and lightening strikes are out of the warranty scope of our firm.
- Any damages that might occur after our delivery of the mentioned products to your previously provided address such as following transportations are out of our warranty scope as well as the initial transportation process.
- Systems with the need of electricity will be out of the warranty scope in cases of damages that were caused by voltage differences, inaccurate electricity structures and incorrect sockets that are linked to the product.

