



Warranty Terms and Conditions

SimworX Warranty Policy

Copyright. All Simworx products are protected by National and International Copyright Laws. Copyright 2004 – 2020/SimworX Pty Ltd. All rights reserved

Simworx owns the copyright, intellectual property, designs and concepts of all Simworx products

Warranty. SimworX warrants all Simworx products for a period of 12 months against faulty materials and/or workmanship. Simworx does not warrant components against damage due to abuse, mishandling or non approved modifications. Simworx warranty terms start from the date of shipment or in the case of motion systems on the day of commissioning. Simworx will repair or replace products covered under this limited warranty. Items other than those manufactured by Simworx but supplied by Simworx, are covered by their manufacturer's statutory warranty terms and conditions. Simworx will endeavour to act on behalf of the purchaser of any Simworx supplied products insofar as that the warranty falls within the terms and conditions of the original manufacturer. Items not supplied by Simworx are not covered by Simworx warranty.

Computers In the event of there being a malfunction of the PC that was supplied with our equipment, Simworx Support has the capability of logging on to the specific PC if an internet connection is available and in most cases can resolve issues that may arise. A mutually acceptable log in appointment time will need to be organised prior to logging in.

If there appears to be a problem please contact our support staff at sales@simworx.com.au or call us on +61 3 9739 5111 and we will do our utmost to resolve it on line or by phone if possible. In cases where the PC cannot be accessed on line or has a fault that can't be rectified over the phone or internet, the PC should be returned to us for attention. Please see below procedures.

If the fault is due to any modification or introduction of any software not installed or approved by Simworx, or any virus or malware that has been introduced due to these actions, our warranties become null and void. Please call us before taking any action. Installing any software not approved by Simworx is done entirely at the owner's risk.

Any third party equipment not supplied by Simworx are not covered by Simworx warranties.

Motion Systems. In the case of a malfunction with the drive system, Simworx on behalf of our customer, will liaise with our relevant suppliers or their agents to replace, service or repair the fault, if it falls within our warranty terms and conditions. Drive system componentry are purpose built and we endeavour to hold stock whenever possible, force majeure excepting. Simworx hold stock of all motion components and will despatch replacement parts promptly whenever physically possible.. All components on Simworx motion systems are modular, for ease of servicing or replacement. All components including control system, actuators etc. are a "plug in" module and easily removed and replaced by competent personnel.

Procedure when returning goods for service or warranty

1. Arrangements with Simworx should be made prior to any warranty claim as to the validity of any claim. Please quote your invoice number with any claim.
2. Faults if and when they occur may be able to be rectified by correspondence by either email or phone via our service department – sales@simworx.com.au
If there is no resolution to the fault please follow the following steps.
3. The product should be carefully packed to avoid damage during transit. All loose components should be protected with shock absorbing material.
4. The package should be clearly marked and our address correctly formatted.
5. Goods returned to Simworx will be shipped pre-paid and insured by the sender.
6. Simworx will ship the repaired or replacement item/s back to you freight paid.

Simworx Pty Ltd

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