

### RETURN FORM

Name:	
Adress & phone number:	
Returned item(s) with their Serial Numbers (if applicable):	
Date of purchase:	
Distributor / vendor:	
Description of the problem:  (full description of the problem with photos, if necessary, place in the ticket system on help.light-for-me.com)	

#### General Terms and Conditions of Service

- When sending a product for repair service, make sure you have obtained the RAN number and write it on the return form. A product sent without a RAN number will not be checked until the RAN number is provided.  
**To obtain a RAN number, open a ticket (requires logging in) in the ticket system at: [www.help.divecomputer.eu](http://www.help.divecomputer.eu). Ticket number = RAN.**
- If you are sending several items for repair service, please obtain the RAN number for each one of them.
- Returned items must be sent without additional accessories. The service point is not responsible for their damage or loss.
- If you send the item for warranty repair, make sure you have attached all necessary documents:  
**copies of the proof of purchase and a signed Return Form along with acceptance of the service conditions.**  
Any product sent back without the required documents will not be accepted for warranty repair, it can be accepted to standard service repair (paid).
- In the case of standard service repairs, the service will be able to provide the service cost after assessing the condition of the product and determining the scope of repairs required. **The cost of diagnosis for one product is € 5.**
- Shipping costs of the product accepted for the standard service repair, both to and from the service are covered by the customer. In the case of warranty repairs, the cost of shipping to the service point is covered by the customer, the cost of the post-service return to the customer is covered by the service point.
- The service will proceed to the repair of the product accepted for the standard service repair after full payment for the service work is received (repair cost + cost of the diagnosis + cost of return shipment).
- If the customer does not accept the repair costs, the product will be sent back in the state in which it was received for service, after paying for the cost of diagnostics and return shipment.
- If the customer does not accept the repair costs, the product will be sent back in the state in which it was received for service, after paying for the cost of diagnostics and return shipment.

## Terms of warranty repair

1. Light-for-me products are guaranteed against manufacturing and workmanship defects for 12 months from the original date of purchase. Battery packs supplied with ACCUs are covered by 6-month warranty period.
2. Light-for-me Factory Refurbished products are guaranteed against manufacturing and workmanship defects for 2 weeks from the original date of purchase. Battery packs supplied with ACCUs are covered by 7-day warranty period.
3. The warranty is valid only with the sales receipt / invoice and filled and signed return form, both should be obligatorily sent with the complaint item(s). Should you need to contact us and make a claim, go to the Customer Service Centre at [help.light-for-me.com](http://help.light-for-me.com) and follow the instructions given there.
4. Complaints are processed within 30 days.
5. Defective products or parts thereof will be repaired or replaced in accordance with the manufacturer's decision.
6. The manufacturer is not liable for any damages resulting from other equipment or accessories used with light-for-me products.
7. The cost of delivery of the faulty goods to the distributor / service point is covered by the Buyer, who must ensure that the goods are adequately secured for transport.
8. The delivery of the complaint item back to the Buyer is covered by the service point provided the service/repair falls under warranty conditions. In case of repairs that are not covered by the warranty, the delivery costs to and from the service point are covered by the Sender.
9. The decision whether service of the complaint item(s) should be treated as covered by the warranty or not is taken only by an authorised service point and is final.
10. The complaint item(s) along with the required documents must be returned to the distributor / store where they were purchased from - in the instance of online sales at [divetorch.eu](http://divetorch.eu) it is Tecdiving Sp. z o.o.
11. Any mechanical damage resulting from misuse or storage, and any unauthorized dismantling, modification or structural modification of purchased equipment will void the warranty.
11. Any unauthorised opening of light-for-me product's housing, any inner modifications and/or service work immediately voids the warranty.
12. The warranty does not in particular include:
  - mechanical, thermal, chemical or deliberate damage to equipment;
  - break, cut or otherwise damage the head's power cord or E/O cable;
  - connectors of multiple use (RCA, E/O);
  - E/O damage caused by incorrect E/O head connection to another product equipped with E/O connection;
  - damage to the battery pack resulting from deep discharging of the packet;
  - product damage caused by the use of faulty or defective batteries (applies to products in which the customer chooses the power source);
  - any damage caused by flooding;
  - orings used or damaged as a result of natural usage and damage resulting from the use of products with worn orings;
  - damage resulting from improper use and storage of equipment;
  - damage related to the use of non-original / incorrect parts;
  - damage resulting from User's fault or ignorance;
  - natural wear and tear of equipment.
13. The above mentioned damages are repaired during the warranty period for a fee. The total cost of repair will be given prior to any repair work. The repair service will not start repair work until the entire work charge has been paid.
14. The liability of the Manufacturer is limited to the price of the advertised product. The manufacturer is not liable for any loss, damage, accident or other claim arising out of the use of light-for-me products.

I declare that I accept the General Terms and Conditions of Service, Terms of Warranty Repair and

1. In the case of sending the product to the service, which will be found fully operational, there will be a service fee payable. I agree to pay the service fee in full.
2. If a product is sent to the service, the repair / service is not covered by the warranty there will be a diagnostic fee charged. I agree to pay the fee in full.
3. I agree to cover the shipping costs from the service point and back to the sender in both of the above cases.

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date and signature