

## **Service regulations**

1. Every customer is obligated to include the warranty card accompanying the item shipped to service.
2. Before sending the equipment to service, customer should get familiar with the service completion timeframe applicable to certain service task, or several tasks, which might extend the actual timeframe and costs involved in it.
3. Every self service of the drysuit or any other Santi product without Santi knowledge and consent equals an automatic warranty cancelation for particular component or product.
4. Every replaced component that is broken or faulty will be utilised. Customer can claim the return and must inform service dept. before service starts.
5. Drysuit that is being given to service must be complete ( rings, valves, seals ). Otherwise this might make it difficult or impossible to continue service.
6. Techniques used during service process might be significantly different than the production techniques, that is due to technological restrictions and differences. customer will be informed by the service dept. before such changes can be implemented.
7. Santi service have the right to decline installation of the components that are not part of the Santi offer.
8. Customer have the obligation to make sure that the equipment sent for service is not in doubtful sanitary condition. Santi service has the right to decline the service or can charge the owner for the cleaning process.