

Warranty Policy

1. Thames Side Sensors India Pvt. Ltd. (TSSI) warrants that its products shall be free from defects in material and workmanship for the full warranty period under normal and proper use when correctly installed.

The warranty period for our Load cell model T11, T12, T20, T30, T66, T85, T95, T68 & VC 3500 is **Five Years**; for model T34, T34D, T60, T61, T64 & T65 is **Three Years** and for model LP (Load Pin) T16 & T38 is **Two Years** from the date of shipment by Thames Side Sensors. Model T34, if used for Silo Weighing application, is warranted for **Five Years** from date of shipment.

The warranty period for Standard Junction Box is **Five Years**, Digital Junction Box is **Three Years**, while that for our other Instrumentation products like Intelligent Junction Box and various weight indicators & controllers namely DP 100, XT 1000, XT 2000, SMART & MATRIX II is **One Year** from the date of shipment.

2. The warranty covers all the manufacturing defects and would be replaced if any load cell is found faulty. The warranty shall not cover any physical damage resulting due to accidental causes or damages resulting due to direct lightning strikes, cable cut, faulty power supply like double phasing or improper earthing etc. The remedy set forth herein does not apply to damage to or defects in any product caused by the Buyers misuse or neglect, nor does it apply to any product which has been repaired or disassembled by the buyer.
3. Thames Side Sensors makes no warranty concerning components designed and/or supplied but not manufactured by it. However, in the event of the failure of any component or accessory not manufactured by Thames Side Sensors, reasonable assistance will be given to Buyer in obtaining from the respective manufacturer whatever remedy is reasonable based on the manufacturers own warranty.
4. Thames Side Sensors expressly disclaims any liability to its customers, dealers, and representatives, and to users of its products, and to any other person for special or consequential damages of any kind and from any cause whatsoever arising out of or in any way connected with the manufacture, sale, handling, repair, maintenance, or replacement arising out of or in any way connected with the use of Thames Side Sensors products. Representations and warranties made by any person, including dealers and representatives of Thames Side Sensors, which are inconsistent or in conflict with the terms of this warranty (including but not limited to the limitations of the liability of Thames Side Sensors, as set forth above), shall not be binding upon Thames Side Sensors unless in writing and approved by the General Manager of Thames Side Sensors India Pvt. Ltd.
5. Any Thames Side Sensors product, which proves defective in material or in workmanship within the warranty period, will be repaired or replaced free of charge provided: -
 - the Buyer shares Thames Side Sensors with satisfactory proof of the defect and that the product was properly installed, maintained and operated within the limits of rated and normal usage;
 - the Buyer obtains authorization from Thames Side Sensors to return the product;
 - the Products claimed to be defective must be returned with transportation charges prepaid and will be returned to Buyer with transportation charges collect unless the item is found to be defective, in which case, Thames Side Sensors will pay the return transportation charges.
6. Advance authorization is required before any product is returned to Thames Side Sensors. Prior to the return of any product, write or call the **Customer Support Department** at **Thames Side Sensors India** advising them of (1) the part number; (2) the serial number of the defective product; (3) a technical description of the defect including specific test data, written observations on the failure and specific corrective action requested; (4) a no-charge purchase order number (so the product can be returned to sender correctly); and (5) shipping and billing addresses. Non-verified problems or defects may be subject to an evaluation charge. Please return the original calibration data with the unit.