

Warranty Terms

At ClickIt AS, we want our customers to feel confident about the products they purchase from us. This document explains our standard warranty periods, how to submit a warranty claim, and the circumstances that are normally not covered by warranty.

Standard warranty periods

Deviations from these standard warranty periods may occur for certain products, deliveries, campaigns, projects, or specific agreements. If separate written terms have been agreed, those terms apply before these standard warranty terms.

Product Category	Warranty Period	Basis
Electrical products	2 years	From the date of purchase, unless otherwise agreed in writing.
Other accesories	5 years	From the date of purchase, unless otherwise agreed in writing.

What the warranty covers

The warranty normally covers defects caused by manufacturing errors, material defects, or other product faults that arise during normal and intended use within the applicable warranty period. If a warranty claim is approved, ClickIt AS will determine the appropriate remedy. This may include repair, replacement with the same or an equivalent product, credit, or another suitable solution.

**Return approval required**

Products must not be returned without prior agreement or return instructions from ClickIt AS.

How to use the warranty

- Contact us first.** Get in touch with ClickIt AS as soon as you discover a possible defect.
- Provide proof of purchase.** Include the order number, invoice number, or other valid purchase documentation.
- Describe the issue.** Explain what is wrong, when the issue occurred, and how the product was used or installed.
- Attach photos or video.** Include visual documentation when this helps show the defect or the circumstances around it.
- Wait for instructions.** We will assess the case and provide further instructions for testing, documentation, repair, replacement, or return.

What is not covered by warranty

- The warranty normally does not cover faults, damage, or costs caused by:
- Normal wear and tear.
 - Incorrect use, incorrect installation, or insufficient maintenance.
 - Careless handling, drops, impacts, pressure damage, or other external influence.
 - Moisture, water, heat, cold, dust, chemicals, or environmental exposure outside the product specifications.
 - Overvoltage, lightning, power supply faults, or other electrical conditions outside normal operating requirements.
 - Modifications, repairs, tampering, or service performed by anyone not approved by ClickIt AS.
 - Use together with unsuitable, incompatible, or non-approved equipment or accessories.
 - Consumables, packaging, cosmetic marks, or visual conditions that do not affect the product function.
 - Damage occurring after delivery, including damage during return transport when the return has not been agreed or packaged properly.

Important information

The warranty period starts on the date of purchase and requires valid purchase documentation. The product must have been used in accordance with its intended purpose, technical requirements, installation instructions, user manuals, and normal care and maintenance.

This warranty is provided in addition to any mandatory rights under applicable law and does not limit such rights.