

Warranty Terms



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Warranty Terms

As the provider of a multiple product lines yielded from our own R&D process, KAYA Instruments is responsible and can oversee their items on every step of the way. Once product leaves our offices, the best warranty terms and post-sell support provided to our customers, so they feel confident they purchased first line item.

KAYA Instruments official warranty includes:

- Our warranty includes a one (1) year guarantee inclusive of parts and labor. (Specific items may vary in warranty length which can be found in product description).
- All pass-through items and peripheral equipment attached to a product, are considered “as-is” from the original manufacturer.

This warranty does not apply to products that have been modified in design or function, subjected to abuse, misuse, mishandling or unauthorized repair. Free technical support, including documentation and experts' help via e-mail, telephone, fax or the site's support service, will be provided by our experienced engineers. Support for extended periods can also be provided if required. This service will be provided on the basis of mutually agreed terms.

In the event that a product does meet your needs, simply contact our Technical Support over at www.kayainstruments.com/support and a KAYA Instruments representative will return to you as soon as possible. Please make sure to state the PO/invoice number, KAYA part number and product serial number when submitting an inquiry or a warranty claim.

We hope you would benefit the most from your acquired items, and we'll be happy to accommodate you in every step of the way for years to come.