

Warranty on new units

Warranty for models 3010, 3041 & 3050 is 3 years.

Warranty on all other Transmille products is 1 year.

Warranty covers the cost of repair and the return shipping only. The cost of carriage to us and the issue of a new certificate of calibration is not covered by our warranty.

If the unit fails within the first 90 days, the cost of return carriage (after prior agreement) and the cost of issuing a new Certificate of Calibration will be covered.

Warranty does not cover damage caused by misuse of the instrument or damage in transit.

Transmille does not accept responsibility for loss or damage caused in transit for shipments arranged by the customer either to or from Transmille – the customer should adequately insure these shipments.

Warranty on re-calibration:

Transmille gives no warranty against any faults developing on an instrument after it has been calibrated by us (note that calibrating / servicing does not cause faults).

Warranty on repairs – outside the normal warranty period

Transmille will repair free of charge if exactly the same fault reoccurs within 30 days of the original repair including issue of a new calibration certificate if appropriate. This does not include any additional costs incurred other than repair of the original fault.

Recalibration After Repair

All repairs will be recalibrated and a new certificate issued.
The cost of recalibration will be added to the cost of the repair.

Payment Terms

Payment terms are strictly 30 days after shipment for account holders only. Alternatively payment must be received before despatch.