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| 1.5.6 | If the part is not economically repairable then a replacement part (new or refurbished) will be supplied at Andor discretion and expense. |
| 1.5.7 | In case of replacement the replacement unit becomes the property of the Customer on an exchange basis. |
| 1.5.8 | In case of misuse the Customer will be contacted to decide the course of action. These actions may include: <ul style="list-style-type: none"> ▪ Scrapping the part ▪ Return of the defective unrepaired part to the Customer ▪ Replacement with a new or refurbished part. Andor will invoice the customer the full merchandise contracted customer price of the unit. |
| 1.5.9 | Unless elsewhere agreed between the Customer and Andor, this service does not include root cause analysis, the provision of fault reports or lead-time and performance metrics. |
| 1.6 | Software Remediation |
| 1.6.1 | During Warranty Customers have access to the Service Desk at www.andor.com/contact-us/support-request to report product defects. A Customer who has purchased their product via a reseller or third party and who believes they have a software warranty defect should in the first instance contact a representative of their seller's product support team. |
| 1.6.2 | Where as a result of the process described in 1.3.2 above it is determined that the defect relates to software, a trouble ticket will be logged in respect of the software issues observed. |
| 1.6.3 | Under the warranty provisions of the supply contract we will not provide the customer with a guaranteed SLA (service level agreement) for their problem. |