Warranty and Returns — SIA «KORTEKS»

SIA «KORTEKS» equipment carries a 24-month warranty on electronics and a 12-month warranty on accessories; goods in working order can be returned within 14 days.

1. General provisions

These rules apply to equipment sold or leased by SIA «KORTEKS» (hereinafter, the Seller). Buyers are primarily security companies, installers and other legal entities; for private buyers section 10 also applies.

- The rules cover the warranty, warranty service, and the return and exchange of goods.
- If the contract with the buyer sets different terms, the contract prevails.
- The basis for the warranty is the Seller's delivery note (pavadzīme) or invoice; it also determines the date of sale.
- The Seller may change these rules; goods already sold are covered by the rules in force on the date of sale.

2. Warranty periods

The warranty runs from the date of the delivery note and applies while the device's serial number or IMEI is legible.

Product group	Examples	Warranty
Transmitters and receivers	RT4-5GL/4, RT4-5GP/4, RT4-5GP/4K, RT4-5GT/4, RT4-5GF/4G, RT4-5se, RT4-5et, RR4000	24 months
Modules, interfaces, expanders	RF-GSM, SR7150, IF-1.5id, MX8	24 months
Antennas, cables, splitters, power supplies	ST1-1, Split-2	12 months
Batteries	—	6 months
Repaired or replaced under warranty	any	remainder of the warranty, but not less than 3 months
Paid repair	replaced parts and labour	3 months

For the software warranty see section 9; for leased equipment see section 8.

3. What the warranty does not cover

The warranty covers manufacturing defects and does not cover faults caused by external factors:

- mechanical damage: cracks, impact marks, broken connectors and terminals;
- moisture, condensation, corrosion, ingress of insects or dirt;
- overvoltage, reversed polarity, lightning, unstable power supply at the site;
- installation and connection not according to the manual, operation outside the permitted temperatures and modes;
- opening, repair or modification by anyone other than the Seller, a removed or illegible serial number label;
- third-party firmware or settings changed contrary to the Seller's instructions;
- SIM cards, mobile operator service and coverage, operation of the buyer's receiver or server;
- normal wear and consumables: batteries after the period in section 2, fuses, housings and fixings.

If the cause of the fault is external, the Seller reports it with photos and offers a paid repair (section 5).

4. How to make a warranty claim

A device is accepted against a request with a return number; without one the parcel may get lost and takes longer to process.

1. Before sending, check the power supply, antenna, SIM card and settings: some faults can be resolved by phone with technical support.
2. Send the request to sales@cortex.lv. Include:
    - company name and contact person;
    - delivery note or invoice number;
    - model, serial number or IMEI;
    - what does not work, when and under what conditions, what you have already tried;
    - photos of the device and the number label.
3. The Seller replies within 2 working days and provides a return number.
4. Bring or send the device to the address Līksnas iela 7, Rīga, LV-1003, with the return number on the package.
5. Delivery to the Seller is at the buyer's expense; return delivery in a warranty case is at the Seller's expense within Latvia, or with the next delivery.
6. Data and settings in the device may be erased during repair: save the configuration in advance.

5. Decision and timescales

Diagnostics take up to 10 working days, repair or replacement up to 20 working days from receipt of the device. The Seller gives advance notice of any delay (for example, while waiting for parts from the manufacturer).

Warranty case. At its discretion and free of charge, the Seller:

1. repairs the device;
2. replaces it with a new or refurbished device of the same or an equivalent model;
3. if repair and replacement are not possible, refunds the price stated in the delivery note or issues a credit note.

Replaced parts and devices become the property of the Seller. Replacement or repair does not extend the original warranty; the rule in section 2 applies.

Non-warranty case. The Seller sends a quote for a paid repair and carries out the repair only with the buyer's consent.

- Diagnostics without repair cost €15 excl. VAT per device; if the buyer agrees to the repair, they are included in its price.
- A device that is not repaired is returned at the buyer's expense.
- If the buyer does not respond and does not collect the device within 60 days of notification, the Seller may dispose of it.

6. Return and exchange of goods in working order

Goods in working order are taken back within 14 days of the delivery note date by agreement with the Seller. For legal entities this is a voluntary condition of the Seller, not a statutory obligation.

Return conditions:

- the goods have not been installed, connected to power or activated, with no signs of installation;
- complete set, intact factory packaging and labels;
- delivery to the Seller is at the buyer's expense;
- the money is refunded or credited by a credit note within 14 days after the goods are inspected;
- 10% of the value is withheld for inspection and preparation for resale; no deduction applies when exchanging for other goods of the same or higher value.

Not accepted for return:

- goods ordered specifically for the buyer or supplied on a special order;
- devices programmed or configured for the buyer's site;
- software and licences (section 9), SIM cards, batteries and consumables;
- goods sold on promotion or at a discount.

7. Delivery errors, missing items, transport damage

Check the delivery on receipt: claims regarding quantity and external appearance are accepted within 2 working days.

- **Damaged packaging** — note it on the delivery note or the courier's documents on receipt and photograph it before opening.
- **Missing items or wrong goods** — give the delivery note number and what exactly does not match; do not install the goods.
- **Seller's error** — replacement and delivery both ways at the Seller's expense; the deductions in section 6 do not apply.
- **Fault on first power-up** — if reported within 14 days of the delivery note date, the Seller replaces the device without repair once the defect is confirmed.

8. Leased equipment

Leased equipment remains the property of the Seller and is kept in working order at the Seller's expense for the entire lease term; details are in the lease agreement.

- **Fault not caused by the lessee** — the Seller replaces the device free of charge within 3 working days; request as in section 4.
- **Damage for the reasons in section 3, loss or non-return** — the lessee pays the device value stated on issue or the cost of repair.
- **Return** — at the end of the lease the device is returned complete, with the antenna and power supply if they were issued; the return is recorded in a handover report with the date and serial numbers.
- **Payment** — rent is charged up to the return date in the handover report, not up to the date of removal from the site.
- **Buy-out** — a leased device can be bought out by agreement; the warranty on a bought-out device is 6 months from the buy-out date.

9. Software and licences

WinSC licences and keys are not returned or exchanged after issue or activation.

- The Seller fixes confirmed program errors within 12 months of the date of sale, in the next version or with a workaround.
- A faulty hardware key (e.g. SSys) is replaced under sections 2–5.
- The warranty does not cover operation on an unsupported version of Windows, failures of the buyer's computer, network or database, or loss of data without a backup.
- Transferring a licence to another computer — on request, terms in the price list.

10. Private buyers (consumers)

These rules do not limit consumer rights under the Latvian Consumer Rights Protection Law; the Seller's warranty applies in addition to them.

- **Non-conformity of goods with the contract.** A claim can be made within 2 years of delivery, no later than 2 months after the defect is discovered. A defect discovered in the first year is presumed to have existed at delivery.
- **Distance purchase** (e-mail, phone, internet). The buyer may withdraw without giving a reason within 14 days of delivery; the goods are returned within 14 days of withdrawal, and the Seller refunds the payment within 14 days of receiving the withdrawal. The deduction in section 6 does not apply to consumers; the buyer is liable under the law for any reduction in the value of the goods beyond inspection.

Sources: Patērētāju tiesību aizsardzības likums, PTAC: Atteikuma tiesības.

11. Liability and contacts

The Seller's liability under the warranty is limited to repair, replacement or refund of the price of the goods.

- The Seller does not compensate legal entities for indirect losses: lost profits, downtime, installer call-outs, penalties and claims by the buyer's customers.
- The equipment transmits signals over third-party networks; the Seller is not liable for interruptions of mobile, radio channel or internet service.
- Disputes are settled by negotiation and, failing agreement, under the laws of the Republic of Latvia.

Topic	Contact
Warranty and returns	sales@cortex.lv
Technical support	+371 26485222, working hours Mon–Fri 9:00–17:00
Device drop-off	Līksnas iela 7, Rīga, LV-1003
Company details	SIA «KORTEKS», VAT No. LV40003089064, Zilupes iela 7, Rīga, LV-1019