



## **BCS Cranecamera Warranty Statement**

Effective Date: January 1<sup>st</sup> 2025

BCS Cranecamera stands behind the quality and durability of its products. To demonstrate our commitment, we provide a comprehensive **5-year warranty programme** designed to ensure customer satisfaction and confidence in our technology.

### **Warranty Coverage**

BCS Cranecamera products are warranted against defects in materials and workmanship under normal use and service conditions. The warranty coverage includes:

- **Standard Warranty Period:** 3 years from the date of first purchase. During this period, BCS Cranecamera guarantees repair or replacement of any defective components at no cost to the customer, provided the issue falls under the scope of this warranty.
- **Extended Goodwill Warranty Period:** An additional 2 years, subject to the following conditions:
  - The goodwill warranty applies at BCS Cranecamera's discretion based on the total number and severity of warranty claims made during the standard warranty period.
  - Claims deemed excessive or resulting from misuse, neglect, unauthorised modifications, or external factors beyond normal operation may limit or void eligibility for the goodwill warranty period.

### **Exclusions**

This warranty does not cover:

1. Damage caused by improper installation, misuse, neglect, accidents, or unauthorised modifications.
2. Normal wear and tear, including but not limited to consumable components such as batteries and cables.
3. Damage resulting from environmental factors, such as extreme weather conditions, natural disasters, or exposure to corrosive materials.
4. Incidental or consequential damages, including but not limited to loss of data or loss of use of the product.
5. Batteries that have not been regularly charged, impacting the lifecycle of the battery and causing it to underperform.

### **Warranty Claim Process**

To make a warranty claim, customers must:

1. Contact BCS Cranecamera support at [service@cranecamera.eu](mailto:service@cranecamera.eu) or via the website and mention client details, return address and corresponding product serial numbers.
2. Describe the issue in detail, including any relevant photos or documentation to assist in diagnosing the problem. Include a printout of the description in the return package.



3. Ship the product to BCS Cranecamera or an authorised service centre as instructed by our support team. Shipping costs may apply depending on the nature of the claim and warranty period.

### **Limitations**

The total liability of BCS Cranecamera is limited to the repair or replacement of defective products as outlined above. No employee, agent, or representative of BCS Cranecamera is authorised to make any modifications, extensions, or additional warranties beyond those described in this document, unless formalised separately and agreed by both parties.

### **Governing Law**

This warranty is governed by and construed under the laws of The Netherlands, and any disputes arising from this warranty will be subject to the exclusive jurisdiction of the courts in that location.

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For further assistance or enquiries, please contact BCS Cranecamera support at [service@cranecamera.eu](mailto:service@cranecamera.eu).