

## GENERAL TERMS AND CONDITIONS OF THE VIRAX 5-YEAR WARRANTY

### PREAMBLE

To ensure complete peace of mind for its end users, VIRAX offers a voluntary 5-year warranty on a selection of VIRAX brand products.

The VIRAX 5-year warranty offer takes effect for all products with an invoice date after 01/01/2025.

This warranty extends the 2-year VIRAX contractual warranty to reach 5 years in total.

### ARTICLE 1: Products concerned

The VIRAX 5-year warranty applies only to the products listed below registered on the site by the end user.

- VIPER M2X and L2X Crimpers
- VIPER P25+ Crimpers
- VIRAFAL desludging plants

The complete list of part numbers covered is available at the end of this document.

### ARTICLE 2: Terms for activating the VIRAX 5-year warranty

2.1 The warranty begins with the purchase of the product under warranty and its registration by the end user in accordance with paragraph 2.2, and ends 5 years after the date of purchase of the machine, provided that no loss of warranty has occurred before.

2.2 The end user can only benefit from this warranty if he registers the product under warranty within 30 days of purchase on the website [www.myVIRAX.com](http://www.myVIRAX.com), a copy of the invoice must be uploaded during registration to activate the 5-year warranty.

2.3 Upon registration, the end user must complete the online form, contact details, date of purchase, part number and serial number of the machine under warranty.

### ARTICLE 3: VIRAX 5-year warranty conditions and limitations

The 5-year VIRAX warranty applies to any manufacturing defect and is limited to the replacement of defective parts, excluding any damages for any reason whatsoever.

This warranty applies in addition to the statutory warranty for hidden defects as provided for in Articles 1641 to 1649 of the French Civil Code.

It applies to all products mentioned in article 1 and used under normal conditions of use, excluding CAS batteries and CAS charger for which the total warranty is 3 years.

It does not apply in the event of use not in accordance with the manufacturer's instructions, the rules of the art, the intended use of the product; in the event of negligence or poor maintenance by the end user; in the event of modifications or repairs to the products carried out outside VIRAX service; in the event of normal wear and tear of the products.

Consumable products (i.e. products that deteriorate or become damaged during use) are excluded from the VIRAX warranty. These include, but are not limited to, drill bits, saw blades, grinding wheels, sanding disks, knife blades, guards, batteries, non-CAS batteries, etc...

The inserts, pliers and mini crimping pliers are contractually guaranteed for 5 years, excluding profile.

Malfunctions arising from causes external to the product (theft, fall, lightning, flooding, fire, product damaged during transport, product returned without its original packaging) are also excluded from the VIRAX warranty.

This warranty applies from the date of sale to the user shown on the end user's proof of purchase. In the absence of proof of purchase, the warranty applies from the date of invoice from VIRAX to the dealership. The replacement or repair of a recognized defective part results in extending the warranty on this part by 6 months.

#### **ARTICLE 4: Procedure for implementing the VIRAX 5-year warranty**

In the event of a defect covered by the warranty, the end user must assert their right to the 5-year VIRAX warranty with their dealership, and immediately after the defect is discovered. The end user must contact their dealership, who will request assistance from the VIRAX After-Sales Service.

Under this warranty, the claim must include the following information and documents:

- Name, address, telephone number and email address of the end user who purchased and registered the product covered by the warranty;
- Purchase date,
- Reference and serial number of the Product under Warranty ;
- Description of the fault (photos, text, ...)
- A copy of the 5-year warranty coupon issued by email after validation of the product registration.

If necessary, VIRAX will request additional information and documents in order to verify the warranty claim. Warranty returns must be made by the dealership in accordance with the VIRAX General Terms and Conditions of Sale. No equipment may be returned to VIRAX After-Sales Service without VIRAX's written agreement on the service return authorization document, otherwise the package will be refused. The service return authorization request must be made by the dealership on the [www.VIRAX.com](http://www.VIRAX.com) website (consultation of the VIRAX service procedure on the VIRAX price list, on [www.VIRAX.com](http://www.VIRAX.com) or on simple request).

Non-warranted repairs are the subject of a prior quotation drawn up by VIRAX Service, which must be accepted by the Customer before any repair.

Any quotation rejected by the Customer or without a response within 4 weeks will be invoiced at the fixed amount of €25 excl. VAT.

## ARTICLE 5: Modification of the VIRAX 5-year warranty conditions

VIRAX reserves the right to modify or terminate the 5-year VIRAX warranty at any time, without notice. Lifetime warranty changes will not affect products purchased and registered prior to the change date.

## ARTICLE 6: Personal data

Personal data of the end user collected within the framework of the VIRAX 5-year warranty claim will be stored and processed exclusively for the processing of the associated services, in order to provide the related services and subject to their consent (e.g. carrier, dealership).

For any additional information on the processing of their personal data and the exercise of their rights, end users can consult VIRAX's data privacy policy on the website at the following link: <https://www.VIRAX.com/fr/mentions-legales>.

## ARTICLE 7: Jurisdiction - Applicable Law

In the event of any dispute relating to the interpretation, performance or payment of our orders, only the courts of Reims shall have jurisdiction, even in the event of an incidental application for a warranty or a plurality of defendants. The special terms and conditions of sale, warranty conditions, various methods of shipment or payment, payment or refund acceptances as well as the place of delivery may not novate or deviate from this clause.

## ARTICLE 8: VIRAX contractual warranty

For all other VIRAX products not mentioned in this document, the contractual warranty is 2 years on all VIRAX brand products (except for products for which the manual or other VIRAX documentation indicates another warranty period). Products sold under a brand other than the VIRAX brand have a contractual warranty of 1 year unless otherwise stated.

## List of references covered by the VIRAX 5-year warranty after registration on the website [www.myvirax.com](http://www.myvirax.com) (1/2)

Reference	Description
253261	VIPER P25+ 2 BATTERIES 18V 3AH +CHARGER
253263	VIPER P25+ 1 BATTERY 18V 3AH +CHARGER
253546	M2X MOTHER CLAMP + RF-P 16-20-25-32 SB-SC
253550	M2X 2 BATTERIES WITHOUT MOTHER CLAMP
253551	M2X 2 BATTERIES + MOTHER CLAMP
253552	M2X WITHOUT BATT, WITHOUT CHARGER, WITHOUT CLAMP
253554	M2X MOTHER CLAMP + RF-P 12-16-20 +2BATT
253555	M2X MOTHER CLAMP + RF-P 16-20-25 +2BATT
253556	M2X MOTHER CLAMP + RF-P 16-20-25-32 +2BAT
253557	M2X MOTHER CLAMP + TH 16-20-26 +2BATT
253558	M2X MOTHER CLAMP + TH 16-20-25-32 +2BAT
253559	M2X MOTHER CLAMP + U 16-20-25 +2BATT
253560	M2X MOTHER CLAMP + U 16-20-25-32 +2BATT
253561	M2X MOTHER CLAMP + V15-18-22 +2BATT
253562	M2X MOTHER CLAMP + V12-14-16-18-22 +2BATT
253564	M2X MOTHER CLAMP + V15-18-22-28 +2BATT
253565	M2X MOTHER CLAMP + TH16-18-20-26 +2BATT
253566	M2X MOTHER CLAMP + R1/4-3/8-1/2-5/8"+2BATT
253567	M2X MOTHER CLAMP + TH 16-20-26-32 +2BATT
253568	M2X 1 BATTERY WITHOUT MOTHER CLAMP
253569	M2X 1 BATTERY + MOTHER CLAMP
253570	L2X 2 BATTERIES WITHOUT MOTHER CLAMP
253571	L2X 2 BATTERIES + MOTHER CLAMP
253572	L2X WITHOUT BATT, WITHOUT CHARGER, WITHOUT CLAMP
253574	L2X MOTHER CLAMP + RF-P12-16-20 +2BATT
253575	L2X MOTHER CLAMP + RF-P 16-20-25 +2BATT
253576	L2X MOTHER CLAMP + RF-P 16-20-25-32 +2BATT
253577	L2X MOTHER CLAMP + TH 16-20-26 +2BATT
253579	L2X MOTHER CLAMP + U 16-20-25 +2BATT
253580	L2X MOTHER CLAMP + U 16-20-25-32 +2BATT
253581	L2X MOTHER CLAMP + V15-18-22 +2BATT
253582	L2X MOTHER CLAMP + V12-14-16-18-22 +2BATT
253584	L2X MOTHER CLAMP + V15-18-22-28 +2BATT
253585	L2X MOTHER CLAMP + TH16-18-20-26 +2BATT
253586	L2X MOTHER CLAMP + R1/4-3/8-1/2-5/8"+2BATT
253587	L2X MOTHER CLAMP + TH 16-20-26-32 +2BATT
253588	L2X 1 BATTERY WITHOUT MOTHER CLAMP
253589	L2X 1 BATTERY + MOTHER CLAMP

## List of references covered by the VIRAX 5-year warranty after registering at [www.myvirax.com](http://www.myvirax.com) (2/2)

295050	VIRAFAL CENTRAL HIGH FLOW DEMISTING UNIT
295053	VIRAFAL + INJECTOR + ADDITIVE REDUCER
295054	VIRAFAL CONNECT HIGH FLOW DEMISTING
295059	VIRAFAL CONNECT + INJECTOR + REDUCER

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