



PROESA ELECTRÓNICA
All bridge marine electronics
solutions company

Department:

Customer Experience Management / Continuous Improvement and Quality
Coordination.

Subject:

Limited Warranty Policy and General Conditions of the Products Offered by
Proesa Electrónica S.A. de C.V.
September 8, 2025

Dear customer,

In order to guide, inform, and ensure a service tailored to your needs as a
valued customer of our company, please take the following into consideration
when making a purchase in our stores:

TERMS OF USE

Proesa Electrónica, S.A de C.V guarantees its equipment against
manufacturing defects for a period of 6 months from the date of the
corresponding invoice, covering any malfunction that occurs during
operation, provided that the installation recommendations have been
followed and the equipment is operated under the conditions specified by the
manufacturer.

The products you are purchasing are fully guaranteed against manufacturing
defects and have passed rigorous quality control tests conducted by the
manufacturers, ensuring optimal performance as long as they are installed in
accordance with the manufacturer's manual. All products include an
installation guide in Spanish and/or English.

The warranty for each product from the brands we distribute is the one offered
by the manufacturer, and we adhere strictly to it.

The warranty only covers manufacturing defects in the equipment.

Proesa Electrónica's warranty policy is limited by the following conditions:

a) When the equipment does not retain brand, model, or serial number labels
that allow for traceability (Administrative Warranty).





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b) If the equipment shows evidence (internal or external) of having been operated outside optimal operating conditions (Technical Warranty), such as:

- Installed outside the national or international standards applicable to the product.
- Failure to follow the manufacturer's recommendations.
- Evidence of impacts, scratches, cracks, moisture, burnt smell, electrical discharges, stripped gears, and/or if the equipment shows unsanitary conditions, etc.
- Presence of mutilated cables or connectors, foreign objects, substances, or waste that could pose a health risk to Proesa Electrónica's technical personnel.
- Signs of repair work carried out by unqualified personnel.

WARRANTY ACCEPTANCE AND APPLICATION

Product replacements or repairs will only be carried out under the following circumstances, after analysis and approval by our technical department:

- Product with manufacturing defects
- Incomplete products
- Incorrect products that do not match the offer or the customer's purchase order

Once one of our specialists has evaluated the product and determined the cause of the failure, and if the result is favorable to the customer, the manufacturer's warranty will be applied in accordance with the manufacturer's policies. This may include physical replacement, product repair, credit note, or a refund for the amount corresponding to the sale price listed on the relevant invoice.

If the evaluation is not favorable to the customer, a quote will be issued with the cost for the equipment repair.

SHIPPING AND COURIER SERVICES

The warranty only covers the equipment and/or its repair in our laboratory. Shipping, courier fees, commissions, and any additional expenses incurred **will be covered by the customer.**





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Courier service is the responsibility of the company providing the service. Any damage, theft, or delays caused by the courier are the responsibility of that company and the customer, especially in the event the package is not insured.

PRODUCTS NOT COVERED BY WARRANTY

The spare parts we sell are new, original, and have never been used before. Therefore, no warranty is offered on:

- Electrical or electronic components/parts/spare parts, electronic boards, sensors, etc.
- Cables and connectors
- Books or manuals

If any of the aforementioned products are received in poor physical condition, the customer must report it immediately upon receipt so Proesa Electrónica can take the necessary steps to replace the defective item with an identical or equivalent product in optimal delivery condition.

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