

Product Warranty (Dolphin Innovative Products)

Warranty description

The temperature measurement and face recognition machine is guaranteed by Dolphin for its defects in workmanship and materials. The warranty period is one year from the date of original purchase. Parts that prove to be defective within one year shall be repaired or replaced.

Dolphin after-sales office service telephone: **469 666 7404** (office hours: 9:00 a.m. to 6:00 p.m. from Monday to Friday).

No warranty under the following conditions: damage caused by accidents, inappropriate handling or operation, improper maintenance, transportation damage, abuse, misuse, water damage, unauthorized repair or attempted repair, intentional damage or damage caused by natural disaster.

Warranty Period

Warranty period is one year against manufacturing defects

Product Service

Product technical issues will be resolved through phone and video calls during warranty period. If needed and requested a technician will travel to the site for resolving technical issues. Each trip will cost \$99.99 trip charge, plus \$79.99 hourly service charge. Trouble shooting and resolving problems over the phone are covered during warranty period at no charge to the customer. Extended warranty may be purchased at the time of sale for \$39.99 per month for one year or \$33.99 per month for two year.