

Warranty:

FAST'N EASY R WARRANTY PROGRAM

An internationally applied warranty comes with every product of MONITA. FAST'N EASYR is a program to guarantee our product quality and service. Under the coverage of FAST'N EASYR the MONITA technicians will be available of remote diagnose or trouble shooting by phone and email which are all free. When all remote diagnose and troubles shooting fail, a repair/replacement service will be available. Please click items to see details.

Repair/Replacement Service

All products being returned to MONITA for warranty repair/replacement should be sent freight fee prepaid. Please use foam inserts on packaging instead of other filler material to enclose the returned/repair products to avoid physical damage (please refer to Warranty Exclusion). For the same reason we will advice you to use the original package for delivery.

Warranty Exclusion

Damage caused by system during integration.
Damage caused by unapproved shipping or packaging.
Operational violence to the technical instruction
Label or serial number missed or destroyed.

Your cooperation will be highly appreciated, which is also helpful for quick processing of the requested service.