

Neochicks Poultry Limited

www.neochickspoultry.com

info@neochickspoultry.com

0707787884

WARRANTY DOCUMENT

Effective Date: _____

Product: Eggs Incubator

Warranty Period: Twelve (12) months from the date of purchase

Issued to: _____

Serial/Model No.: _____

1. Warranty Coverage

Neochicks Poultry Ltd. ("the Company") warrants that the egg incubator ("the Product") is free from defects in workmanship and manufacturing under normal use for a period of **one (1) year** from the date of original purchase.

During the warranty period, the Company shall provide:

- **Servicing, diagnostic evaluation, and technical support** in the event of mechanical or operational breakdowns arising from manufacturing defects.
 - **Repair and servicing labour** necessary to restore normal functionality where the malfunction is attributable to workmanship or assembly issues.
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2. Warranty Exclusions

This Limited Warranty **does NOT cover**, under any circumstance, the replacement cost of **electrical and electronic components**, including but not limited to:

- Computer controllers / digital thermostats
- Motors
- Limit switches
- Fans
- Heaters
- Sensors, wiring, fuses, plugs, or any other electrical circuit components

These components are subject to **damage caused by unstable mains supply, voltage fluctuations, brownouts, lightning strikes, or other electrical surges**, which are beyond the control of the Company. Damage resulting from such external power-related conditions is explicitly excluded from warranty coverage.

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The warranty does not cover:

- Misuse, negligence, mishandling, or improper installation
 - Unauthorized modification, repair, or tampering
 - Damage resulting from failure to follow the provided operation manual
 - Use of incompatible power sources, generators, or faulty wiring
 - Damage caused by fire, flooding, accident, natural disasters, pests, or other acts beyond reasonable control
 - Normal wear-and-tear or consumables
 - Transportation damage occurring after initial delivery
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3. Customer Responsibilities

During the warranty period, the customer agrees to:

1. Use the Product strictly according to the operating manual.
2. Maintain stable electrical power conditions (recommended use of surge protector or stabilizer).
3. Provide reasonable access to the Product for inspection and servicing.
4. Bear transportation costs of the machine for service if applicable, unless otherwise agreed.

Failure to comply with operational guidelines or recommended electrical protection measures may void the warranty.

4. Warranty Claim Procedure

To obtain warranty service, the customer must:

1. Present valid proof of purchase (receipt, invoice, or delivery note).
2. Provide the serial/model number of the Product.
3. Report the defect promptly to Neochicks Poultry Ltd. through official communication channels.

The Company reserves the right to inspect and diagnose the Product before approving any warranty service.

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5. Limitation of Liability

The Company's liability under this warranty is strictly limited to the **servicing and technical support** described herein.

The Company shall not be responsible for:

- Replacement cost of excluded electrical components
- Loss of income, profits, chicks, eggs, or any consequential or incidental damages arising from machine downtime
- Any indirect, punitive, or special damages

No agent, dealer, or distributor is authorized to alter or extend this warranty on behalf of the Company.

6. Transferability

This warranty applies only to the **original purchaser** and is **not transferable** unless expressly approved in writing by Neochicks Poultry Ltd.

7. Governing Law

This Limited Warranty shall be governed by and construed in accordance with the laws of the Republic of Kenya.

8. Acceptance

By using the Product, the purchaser acknowledges having read, understood, and accepted the terms of this Limited Warranty.

For Neochicks Poultry Ltd.

Name: _____

Signature: _____

Date: _____

Customer Acknowledgment

Name: _____

Signature: _____

Date: _____