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TO WHOM IT MAY CONCERN

SUBJECT : Commercial guarantee

Dear sirs,

SIMON S.A. ISO 9001 certified company supports the quality of its products by means of the control and follow-up of its standards in its procedures of production and quality control.

SIMON S.A. supports that the guarantee period of its products spreads to a period of validity of 2 (two) years, from the date of purchase of these products. This date will be credited against the corresponding commercial invoice of purchase.

SCOPE OF THE GUARANTEE

Our responsibility is limited itself to the substitution of the product or to the complete reimbursement of the price paid by the client always and when the analysis realized by SIMON determines that the product presents a manufacture defect. It will remain expressly excluded any responsibility for damages and prejudices and any other expenses, charges and indemnities.

EXCLUSIONS AND LIMITATIONS OF THE GUARANTEE

- a. Accidents or neglectful, improper or inadequate use.
- b. Not to respect the instructions of installation, use and maintenance, established in the rules and technical and safety regulations in force, from local or international rank, applicable in every moment (Spanish Low Voltage Electromagnetic Regulation and Technical Complementary instructions, Electromagnetic Compatibility European Norm EN-60598).
- c. Damage produced by external causes: accidents, vandalism, floods, plagues, earthquakes, actions of third parts or any other reasons of major force foreign to the normal conditions and outside of the SIMON'S control.
- d. SIMON responsibility, derived from the present guarantee, will be limited to the obligations above expressed and, quantitatively, to the amount of the invoice paid by the client for the product object of claim, remaining expressly excluded any responsibility for indirect damages as the loss of income or operating profits, etc.
- e. It remains excluded any other right of guarantee that is not mentioned expressly in this document.

Thursday, 07 October 2010



SIMON S.A.
Customer Service Department