



Warranty Policy

Cruxweld grants a warranty only on new machines and system components identified by a serial number Cruxweld, except for the torches for plasma cutting and welding torches and external accessories. The warranty period starts from the date of the sales invoice to the user. The original invoice or warranty card is proof of date of purchase.

In the event of faults or breakages reported during the warranty period and recognized by Cruxweld such cases warranty, Cruxweld may, at its option, repair or replace faulty parts. In the absence of any instructions from Cruxweld, faulty parts replaced under warranty must be made to Cruxweld at the customer's expense and become the property of Cruxweld.

Claims for defects or breakage during the warranty period must be presented to the company that sold the good to the user. So the warranty repair can be performed by Cruxweld or a service centre authorized by Cruxweld, according to the instructions given by Cruxweld Service.

The warranty is void if: the break is due to the use or other natural causes of wear; the break is due to a failure to observe the operating instructions; the break is caused by environmental or abnormal operating conditions, power faults, overloads or lack of care and maintenance; They have been used accessories, spare parts or consumable parts are not original; the machines have been tampered with by persons or companies not authorized by Cruxweld.

Warranty claims must be accompanied by the original invoice or warranty card, which clearly mention the date of purchase, serial number and description of the product, and it still exists, the certificate of registration. The product returned for warranty repair shall be fully assembled and should not have been tampered with.

Any dispute arising out of these Conditions of Guarantee will be evaluated and resolved according to the Indian law.