Premium Guarantees

Extend your device guarantee up to 5 years

The Premium Guarantee Service (PGS) is an add-on service that allows Worldsensing customers who purchase Loadsensing products to be entitled to an extension of the initial two-year commercial guarantee from the date of purchase. Customers may choose to extend from one (1), two (2) or three (3) years. The price of the guarantee will consist of an annual fee of 10% of the regular (not discounted) price of the product purchased.

Benefits

- Extended guarantee up to 5 years
- Add-on service for your end customers.
- Competitive advantage for your bids.

Frequently Asked Questions

1. Who may avail of the Premium Guarantee Services?
The Premium Guarantee Service (PGS) is available for Loadsensing partners who resell the hardware or end customers who buy the hardware directly.

2. How can we avail ourselves of this service?
Inform your Worldsensing account manager that you would like to avail of the service before closing your hardware purchase so you could sign the Premium Guarantee Service contract which will be linked to your purchase.

3. Our project will run for more than 5 years and we can pay extra. Can we extend for more than 3 years?
No, the maximum guarantee period is 5 years.

4. Can I buy the PGS for devices that were purchased in the past?
This service can be added to the purchase of new hardware and it will only cover the hardware specified in the original invoice of purchase. Hardware purchased in the past cannot be covered by the PGS.

5. How do we know which of our products are entitled to the PGS?
Each hardware item’s code will be matched with the Premium Guarantee Service tagging in the Worldsensing systems. You should also receive a copy of the contract indicating the details of the hardware covered.
6. We are a Loadsensing partner. Can we resell the premium guarantee service with a mark-up?
Yes, you may offer the premium guarantee service either with a margin or simply as a value-add service.

7. We are a Loadsensing partner. Should we advise our customers to contact Worldsensing directly if they need any repairs? Or should they course through the repair request through us so we can check if the products are covered with the PGS?
If you will turn-over the hardware to the end customer, they may contact Worldsensing directly. Just make sure that you provide them a copy of the contract with the details of the PGS. However, if the hardware is under your management and you prefer to handle device repair requirements, you may ask your customer to funnel the requests from your customer before sending them to Worldsensing.

8. What are the types of defects that are considered acceptable and NOT acceptable?
Any inherent product defects that are due to incorrect product development may be considered valid.
The following are not considered as acceptable defects:
- Mishandling or negligence of the courier/customer (e.g. an improper installation which causes water ingress)
- Deliberate acts to damage the product
- Acts of God (i.e. lightning strikes, natural calamities, etc)

Terms & Conditions
First.- PURPOSE AND SCOPE
1.1.- These Conditions will apply in all those cases in which the Client manifests to WORLDSENSING, at the time of purchase of the product, that he wishes to contract the “Premium Guarantee” service.
1.2.- Specifically, the services consist of the repair without additional cost, beyond the cost of this Agreement, of the Products after the two-year commercial guarantee period of the Products, under the terms detailed below.

Second.- DURATION OF THE EXTENTION
2.1.- The CLIENT can contract the extension of the warranty for a period of ONE (1), TWO (2) or THREE (3) years as he chooses, so in no case will the Product have a total warranty of more than FIVE (5) years. In this case, the requested extension is indicated on the obverse side.

Third.- PRICE AND WAYS OF PAYMENT
3.1.- The price of the guarantee will consist of an annual fee of 10% of the price of the product purchased.
3.2.- It will not apply, in determining the price of the guarantee, the discount that may correspond to the order placed by the customer, nor the taxes that burden their purchase.
3.3.- Payment of the resulting amount will be made in full and at once together with the payment of the products subject to the Premium Guarantee service. In the event that the customer does not pay the corresponding fee, Worldsensing’ services will be limited to the ordinary commercial guarantee of its products, and the Premium Guarantee will be void.

Fourth.- REPAIR SERVICES INCLUDED
4.1.- Worldsensing warrants to the CLIENT that the Products sold are free from material and manufacturing defects for 2 (two) years, plus the period indicated in paragraph 2.1 above, counting from the date of invoice of the Products, by Worldsensing to the CLIENT, regardless of the date of actual installation and the setting-up of the Product.
4.2.- Following initial contact with Worldsensing’s Customer Success team and after conducting an initial assessment, troubleshooting and verification of the guarantee coverage of the product, should any of the Products sold by Worldsensing be material or manufacturing defective, the CLIENT will be entitled to return them to Worldsensing by following the RMA process as follows:

Detected a defect in the Product, the CLIENT must notify Worldsensing by email of this situation. The email address provided for this process shall be: industrialsupport@worldsensing.com (products of the Loadsensing family) and the subject of the email should be “Product Defect Notification”.

Upon receipt of this email, Worldsensing will provide the customer with an RMA form to complete, indicating the alleged defect of the Product to assess the problem; upon receipt of the completed form, if accepted as a problem, the CLIENT will be assigned an RMA number. The CLIENT must visibly write down the assigned RMA number on the package for shipping the Product to Worldsensing. The management and costs of shipping defective materials will be borne by the customer. Upon receipt of the Product, following the shipping instructions provided by Worldsensing, with the RMA number and the appropriate form, Worldsensing shall have 30 calendar days to examine the Product and determine whether or not a defect exists. In the event of a manufacturing defect in the Product, Worldsensing may, at its option, either repair or replace the Product, and shall ship the Product to the CLIENT, in which case Worldsensing shall pay the shipping costs, in addition to paying the CLIENT’s shipping costs for the products incurred.

In the event that upon examination of the Product by Worldsensing’s technical personnel it is concluded that there is no manufacturing defect, but rather a defect due to the misuse or negligent use of the Product which invalidates the Product’s manufacturing warranty, Worldsensing shall inform the CLIENT thereof and provide the CLIENT with a quotation for the repair of the Product. The CLIENT may choose between repairing the Product, paying the indicated price, or receiving the defective Product back, the transport costs being assumed by the CLIENT in both cases.

Fifth.- CONFIDENTIALITY

5.1.- WORLDSENSING undertakes to treat as confidential all the data, documentation and other information that has been provided by the CLIENT, during the validity of the present Agreement, as well as that information to which he may have had access, voluntarily or accidentally.

Sixth.- PERSONAL DATA PROTECTION

6.1.- In accordance with the provisions of the regulations applicable to data protection, access by WORLDSENSING to the CLIENT’s personal data will be carried out as the person in charge of processing these data, and the Parties must sign the appropriate Agreement in the event that such access takes place.

6.2.- The CLIENT consents to WORLDSENSING collecting and incorporating his personal data into its existing automated files. The purpose of the collection of the data is its use by WORLDSENSING, in order to provide you with information that may be of interest to you in order to carry out the services that are the object of this Agreement.

Seventh.- APPLICABLE LAW AND COMPETENT JURISDICTION

7.1.- The Spanish legislation in force at any given time will be applicable to this Agreement for everything that is not regulated in it. 7.2.- For any divergence derived from the interpretation or application of the present Agreement, the Parties submit, with express waiver of their own jurisdiction if different, to the Courts of Barcelona.

Version 1: Effective from 01/03/2020