

Hardware Warranty



This Limited Warranty applies to the purchase of the physical goods and only physical goods purchased from Ultamation Limited. Please note that all products are hand tested by Ultamation prior to shipping to ensure you receive a working product.

What does this limited warranty cover?

This limited warranty covers any defects in material or workmanship under normal use during the Warranty Period.

During the Warranty Period, Ultamation will repair or replace, at no charge, products or parts of a product that proves defective because of improper material or workmanship, under normal use and maintenance.

The warranty period is 12 months from the date of purchase.

What should you do if you have a problem?

If you find that your hardware is not working and you have correctly followed the user set-up guidelines, please contact support@ultamation.com detailing the issues, along with your date of purchase and order number.

Upon investigation, if we think the unit might be faulty, you may be asked to return it to Ultamation. Following further inspection, if the unit is deemed faulty, a new unit will be issued at no charge and postage costs will be refunded.

What does this limited warranty not cover?

This limited warranty does not cover any problem that is caused by:

- Conditions, malfunctions or damage not resulting from defects in material or workmanship.

Returned Items: No problem found

If you return your hardware to us and we cannot find any faults, you will be invoiced £100 plus shipping to cover handling, diagnostics and return costs. Upon receipt of payment, the item will be returned.