

POLYTEC LSV Exchange Program – LSV only

To support Polytec LSV users in need of expedited sensor repair services, Polytec offers a flat rate, plug & play exchange program- in addition to the standard return and repair program.

Polytec GMBH holds a pool of refurbished units in its Global Service Department. This Exchange Pool includes various sensor models. If a comparable refurbished sensor is available in the Exchange Pool, Polytec will quote a flat rate Exchange price to participate. If no sensor is available for Exchange, a standard return and repair will be offered at the same price.

After receipt of the purchase order, Polytec will ship a refurbished Sensor Head, based on the following exchange conditions:

- the defect is not caused by external force like such as heat, mechanical damage, or electrical overvoltage, etc.
- The defective unit is repairable.
- the defective unit will be returned within 4 weeks.
- Exchange price is only valid on return of defective part. If customer's LSV is not returned, Polytec will charge the equipment list price for the exchange sensor. Receipt of return unit by Polytec will be confirmed via email.
- the unit to be exchanged corresponds to an original purchase date, not more than 10 years ago, which means with the purchase of a unit, the customer is entitled to use the exchange program for a period of 10 years, after which standard return and repair would be available.
- dependent on availability, the customer may receive an exchange, which is older than the returned one.
- Customer will keep the exchange LSV and Polytec will keep the customers LSV.
- Warranty of an exchange sensor is 12 months.
- Please always check for availability first.
- Customer to cover shipping cost both ways if not considered a warranty