

# WARRANTY

We warrant the Product against defects in materials and workmanship under ordinary use for one year from the date of your original retail purchase from us, except that if the Product is a consumable product (for example, an ink cartridge/cards), this limited warranty is null and void as soon as the consumable part of the Product (for example, the ink/cards) has been consumed.

During the warranty period, if a defect arises in the Product and you follow the instructions that we will provide to you, we will, at our option:

- (i) provide replacement parts necessary to repair the Product;
- (ii) replace the Product with a comparable product;
- (iii) refund to you the purchase price of the Product.

## Warranty coverage includes

- Labor and Parts for all mechanical issues.
- In case item cannot be fixed, the customer will be issued a similar item for replacement.

## What's not covered

- Shipping Charges
- Cosmetic damage or ordinary wear and tear.
- Accidental damage, damages or non-functionality that results from accident, misuse, abuse, or other external causes.
- The hardware parts and other accessories that are not included in the original sale pack.

## Warranty is voided if

- Item barcode, outer package barcode and markings have been removed or altered.
- Product is damaged or is not functioning as a result from accident, misuse, abuse, or other external causes.

## Tips

If you believe this Product is subject to a warranty claim, you must be accompanied by original proof of purchase for the claim to be valid for repair or replacement at the manufacturer's discretion.

The original proof of purchase should include:

- 1) the shipping label on the received package that clearly indicate the PO, the sender and recipient;
- 2) images of the received Product and its barcode;
- 3) images of the received package including carton barcode and marks that clearly indicate the Product batch lot and sku



1)



2)



3)

\* There is no need to return the defective or damaged product after the above proof confirmed by the manufacturer.

\* Any costs related to the return of the product to the place of purchase are the responsibility of the customer

If you have any further questions please contact us by submitting the ticket.