

Warranty Policy for Maksiwa Machinery

The MAKSIWA warranty is 2 years from date of purchase, and covers manufacturing defects for our machines. The equipment under warranty, for two (2) years, is as followed:

- 01 The warranty period begins on the date of original purchase by end-user.
- 02 Within the warranty period, the manual labor and the components replaced by manufacturing defect will be provided for free as long as duly proved by Maksiwa Service.
- 03 If an exchange of machine is needed, return of the defective part or machine to MAKSIWA is required.
- 04 All workplace conditions for the equipment are under the responsibility of the machine owner.
- 05 If you notice any defect or malfunction when receiving the equipment, immediately notify the manufacturer or dealer. Do not turn it on.
- 06 Not included in this warranty is technical visits aimed at cleaning or adjustments caused by wear, resulting from normal use of the equipment.
- 07 The warranty does not cover problems caused by neglect, abuse or any tool modifications, mistreatment, carelessness, misuse or inappropriate use of the functions designed for this equipment in this manual, as well as operations by untrained operators.
- 08 MAKSIWA is not responsible for lost productivity, direct or indirect damages caused to the owner of the equipment or to third parties, or any other expense, including lost profits.
- 09 Warranty may be void as follows:
 - Application of non-original components
 - Alteration of its original features
 - Lack of proper maintenance
 - Improper use of the equipment
 - Change in equipment or electronic connections
 - Damage caused by electrical surge or exposure to nsuitable conditions (humidity, salt spray, corrosive agents, etc.)
 - Damage caused by bad weather (floods, lightning, power outages etc.).

Warranty claims in Canada/USA will be handled directly by:

- MAKSIWA 4100 N Powerline Rd, Suite D1 - Pompano Beach, Florida 33073

For your safety, always refer to the owners manual for any maintenance, adjustments (including inspection and replacement) and technical assistance recommended by MAKSIWA. Always use genuine spare parts and accessories, reassembling to its original state.

Please provide information regarding the claim to our office and if approved, we will provide a return authorization as well as courier waybill to return the MAKSIWA tool for evaluation and repair.

- Description of symptoms for repair
- Date of purchase
- Copy of bill of sale
- Customer name, return address, phone and email
- Submit above warranty details to: customer.service@maksiwa.com