

Warranty Terms and Conditions – Digimech Products

1. General Warranty Coverage

1.1. The warranty covers defects resulting from faulty parts, materials, or manufacturing processes.

1.2. The warranty is valid from the date of Invoice.

1.3. Service warranty and spare part warranty are defined as follows:

- **Digimech Products:** Creasing machine series, Perfect binder series, Digital Die Cutting series, Lamination series, Cutting machine series.
 - **Service Warranty:** Online support for 6 Month
 - **Spare Parts Warranty:** 6 months from the date of invoice.

1.4. The warranty applies only to the original purchaser and cannot be transferred without prior written consent from the supplier.

2. Definition of Defective Product

2.1. A device is deemed defective if it fails to perform its intended functions as per the operational manual or technical specifications, provided it has been used under proper conditions.

3. Exclusions for Consumables and Wearable Parts

3.1. The warranty does not cover consumables or parts subject to natural wear and tear including:

- Electrical and electronic components.
 - Consumable items like blade, cutting sticks, mill cutter, comb cutter, brush, creasing tool, cutting pads, cutters....
 - Cameras, Heads, Controller cards, Sensors and Drive
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4. Warranty Exclusions

The warranty will not apply in the following cases:

4.1. Operator Mishandling:

Mechanical or electrical damages caused by improper handling, misuse, or activities inconsistent with the user manual or technical specifications or not followed do's and don't's mentioned in the manual. The product is installed, maintained and operated in ways other than as recommended by Autoprint. The product is modified, maintained or repaired by a party not authorised by Autoprint.

4.2. External Factors:

- Damages caused by acts of God (e.g., floods, fires, lightning), wars, unexpected events, defective supply materials, voltage fluctuations, or other external factors.

4.3. Tampering or Unauthorized Repairs:

- The device has been tampered with, repaired, modified, or reconfigured by unauthorized persons or the warranty beneficiary.

4.4. Altered Serial Numbers or Seals:

- The device has damaged, illegible, or missing serial numbers or supplier seals.

4.5. Non-Genuine Consumables:

- Defects caused by the use of improper or non-genuine consumable materials.

4.6. Physical Damage:

- Any physical damage to the product due to mishandling or accidents by the user.
- The product is faulty or damaged due to electrical faults external to the machine-like source of power supply, operation of servo stabiliser etc.,

4.7. System Modifications:

- Any modifications to the system's hardware or changes to connections will void the warranty.

4.8. Negligence:

- Damages caused by user error or lack of operational knowledge.

4.9 Warranty Limitations

- The warranty is not transferable from one user / customer to another the warranty does not cover replacement of the product / machine in part or full

5. Warranty Start Date

5.1. The warranty period begins from the **date of Invoice** of the product.

6. Support and Replacement During Warranty

6.1. Support Options:

- Support under warranty will be provided **online** or **on-site** depending on the nature and severity of the defect.

6.2. Replacement of Components:

- If a manufacturing defect is identified, then the defective component only will be replaced at free of charge within the warranty period.

7. Standard Warranty Summary

| Model | Service Warranty | Spare Parts Warranty |
|--|------------------|----------------------|
| <ul style="list-style-type: none"> • Creasing machine series, Perfect binder series, Digital Die Cutting series, Lamination series, Cutting machine series. | 6 Months | 6 Months |

8. Customer Obligations

8.1. The customer is responsible for ensuring that the product is installed, operated, and maintained according to the operation manual and technical specifications provided.

8.2. Any defects or damages must be reported with in 24 Hrs to the supplier to prevent further complications, if not it will be considered as a chargeable basis.

9. Limitation of Liability

9.1. The supplier's liability is limited to repairing or replacing defective components during the warranty period. This will be at the discretion of the company only.

9.2. The supplier will not be held responsible for any indirect, incidental, or consequential damages resulting from the use or inability to use the product.

10. Contact Information for Warranty Support

For any warranty-related issues, please contact the support team with the following details:

- Product serial number.
- Purchase invoice and delivery date.
- Detailed description of the issue.

11. Disclaimer:

Autoprint and its associates, subsidiaries located in India and abroad warranty that the product purchased by you is checked for all parameters through our Quality audit and is to be free from defects resulting from the use of faulty parts or poor workmanship during its manufacture subject to terms of the limited warranty (hereinafter referred as -warranty") given below

The claim if any will have to be made within the warranty period of 6 months from date of Invoice

Autoprint will repair or replace any defective parts and correct any problems resulting from poor workmanship free of charge. Autoprint reserves the right to use reconditioned / refurbished parts with performance parameters equal to those of new parts in connection with any services performed under Autoprint's limited warranty.

Claim under Autoprint may be made only by those customers who have voluntarily registered their purchase with Autoprint to our Customer Care Centre at Coimbatore within 15 days of receiving our product to our Customer Care Centre at No 9, "KAANCHAN", North Hozur Road, Coimbatore — 641 018 India with details of purchase, site of installation etc

In case of all our products the claim will have to be accompanied compulsorily by the original sales Invoice

Based on the nature of the problem, the engineer can also provide tele-support to resolve the problem reported through our Toll free No 1800 425 4333.

Autoprint's service level covers a Response time of 48 hours (if it is a business day) from the nearest and a Resolution time of 5 business days on best effort basis.

Generally, Our Customer Care business hours will be from 0900 hrs to 1800 hrs with Business days - Monday to Saturday (except Second Saturdays and public holidays) subject to change at the discretion of the Management.

The product is physically damaged as assessed by our Service engineer/Authorised Service Engineer/Insurance surveyor.

Autoprint will not be responsible for print quality on the machine after proving has been done during a successful installation.

Autoprint's warranty does not entail a warranty of functionality or any obligation to repair or replace a defective machine. If that defect is a result of physical breakage, improper installation or connections, electrical faults external to the product, software induced problems. damage and wear and tear of rubber products, abuse or unauthorised modification of the product.

Any service, repair or replacement not within the scope of Autoprint 's coverage shall be subject to the prevailing rates and terms of the Autoprint performing such service. Autoprint does not guarantee error free or uninterrupted operation of the equipment.

The customer agrees that repair or replacement, as applicable, under the warranty services described herein are the sole and exclusive remedies with respect to any breach of the Autoprint's limited warranty set forth herein.

If any provisions of this limited warranty are judged to be unenforceable or illegal, the continuation of the other provisions will not be affected. This warranty will also not affect the customer's statutory right under applicable Indian laws.

Except for the warranties set forth herein, Autoprint disclaims all other warranties, express or implied or statutory, including but not limited to the implied warranty of merchantability or fitness for a particular purpose. Any implied warranty that may be imposed by applicable law is limited to the duration of this limited warranty. In no event shall Autoprint be liable for any incidental, special or consequential damages, including but not limited to loss of business, profits, data or use, whether in an action in contract or tort or based on a warranty, arising out of or in connection with the use or performance of the product or any Autoprint supplied accessory/spares which accompanies the product along with or separately or subsequently, even if Autoprint has been advised of the possibility of such damages.

For Autoprint Machinery Manufacturers (P) Ltd

Authorised Signatory