

# Warranty Policy 2021 of Mutrade Car Parking Systems

## 1. Duration of Warranty

MUTRADE' s car parking systems have five-years warranty on the main structure, and one-year warranty on parts & accessories, effective from the date of ship arrival at the seaport mentioned on Proforma Invoice.

## 2. General Policy

2.1. Power units, hydraulic cylinders, and all other assembly components such as slip plates, cables, chains, valves, switches etc., are warranted for one year against defects in material or workmanship under normal use. MUTRADE shall repair or replace those parts at their option for the warranty period.

2.2. MUTRADE will not be responsible on any labor costs unless pre-agreed. Mutrade will not responsible for the modification or upgrade of the product from the client unless pre-agreed.

## 3. Non-Warranty

These warranties do not extend to...

3.1. Defects caused by ordinary wear, abuse, misuse, shipping damage, un-proper installation, voltage or lack of required maintenance;

3.2. Damages resulting from purchaser' s neglect or failure to operate products in accordance with instructions provided in the owner's manual(s) and/or other accompanying instructions supplied;

3.3. Normal wear items or service normally required to maintain the product in a safe operating condition;

3.4. Any component damaged in shipment;

3.5. Other items not listed but may be considered general wear parts;

3.6. Damage caused by rain, excessive humidity, corrosive environments or other contaminants. •any change or modification made to the equipment without pre-agreed.

## 4. Out of Warranty

4.1. These warranties do not extend to any cosmetic defect not interfering with equipment functionality or any incidental, indirect, or consequential loss, damage, or expense that may result from any defect, failure, or malfunction of a MUTRADE product or the breach or delay in performance of the warranty.

4.2. This warranty is exclusive and in lieu of all other warranties expressed or implied.

4.3. MUTRADE makes no warranty on components and/or accessories furnished to MUTRADE by third parties. These are warranted only to the extent of the original manufacturer' s warranty to MUTRADE. Other items not listed but may be considered general wear parts.

## 5. Warranty Claim Procedure

To obtain warranty service, customer shall provide necessary clean photos or videos proving the defects, and send to the email address of the sales person that you originally purchased from, or to the company email [inquiry@qdmutrade.com](mailto:inquiry@qdmutrade.com), including product identification information, such as order number, model number and serial number (if applicable) with a detailed description of the problem you are experiencing. Upon the confirmation and verification of Mutrade after-sales engineer, Mutrade shall repair, replace or refund at our own discretion at Mutrade's expense.

## 6. Disclaimer

6.1. MUTRADE reserves the right to make design changes or add improvements to its product line without incurring any obligation to make such changes on product sold previously.

6.2. Warranty adjustments within the above stated policies are based on the model and serial number of the equipment. This data must be furnished with all warranty claims.