



Limited Warranty Policy 2017

MINS Technologies is committed to providing the highest level of customer service and satisfaction. We highly appreciate our relationships with our clients and partners. That is why we have developed the company warranty policies based on our ability and aspiration of protecting these relationships in case of our failure.

The parts limited warranty - MINS provides 6 months warranty to all new or used parts left in our warehouse. We replace failed parts with identical ones when:

- the client has activated the warranty by sending Declaration of Warranty Activation with providing the exact details of the system/part ;
- the installation of this part has been performed by the manufacturer certified technician. We would kindly ask the client to provide the name of the Technician as well as a copy of installation/replacement service report signed by the vessel/site representative.
- the failed component(s) and part(s) will be returned to MINS at customer's cost, using DDU term (Incoterms 2000). We will provide RMA number for this return.

MINS will repair or replace the Part(s) proven to be defective, at its sole discretion within a week after the part(s) has arrived in our facility.