



MINS Technologies Inc.

Marine Information & Navigation Systems

www.minstech.com

2018 Limited Spare Parts Warranty Summary

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

MINS provides a 6-month warranty on all new or used parts. **For this warranty to be valid, we require that installation of the purchased part(s) be performed by a manufacturer certified technician.** We require this to ensure proper precautions and installation guidelines are followed to minimize the chances of mishandling or faulty installation. We may kindly ask the client (or end user) to provide the name of the technician responsible for installation and a copy of the service report(s) signed by the vessel/site representative. We ask that the failed component(s) and part(s) shall be shipped back to MINS (to one of MINS's locations as instructed by MINS) under DDU term. (incoterms 2000).

MINS will provide an RMA number after the client has activated the warranty by sending a Declaration of Warranty Activation. MINS will then repair or replace the failed part, that has proven to be defective, at its sole discretion within a week after the part(s) have arrived at our facility.

MINSTECH



MARINE INFORMATION & NAVIGATION SYSTEMS

2546 Seablush Dr, Nanoose Bay, V9P 9E4
British Columbia, Canada



T: +1 (250) 821 33 85
C: +1 (250) 619 50 52



info@minstech.com



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2018 Limited Spare Parts Warranty Policies

MINS warrants that the Part(s) covered under this warranty (hereinafter “**Part(s)**”), when properly installed and used per this warranty terms, will perform essentially as stated in MINS’s applicable specifications.

(1) Coverage

This warranty covers part(s) only and one-way shipment from MINS’s facility to customer (“**Customer**”) (or End User where applicable) provided that such part has been sent to MINS’s facilities as instructed by MINS. The warranty coverage is available no matter where the problem or malfunction occurred.

This warranty is for a period of 6 months as of invoice date of purchase of applicable parts, or otherwise as defined in a commercial agreement / purchase order / proposal.

MINS will repair or replace the Part, or part of the Part, proven to be defective, at its sole discretion.

(2) Exceptions

Any installation, repair or handling of the Part(s) shall be done only by authorized and manufacturer certified personnel. MINS may ask the Customer (or end user) to provide the name of the technician responsible for installation and a copy of the installation/replacement service report(s) signed by the vessel/site representative.

MINS may not apply warranty to Part defects resulting from:

- Improper or inadequate site preparation, faulty installation, handling during maintenance, if any, by the Customer and/or End User, as well as any defects attributable to loading/shipment/delivery of the Part(s) or any other defect not attributable to MINS.
- Misuse, operator error or fault caused by the failure of an external unit (i.e. Ship’s Gyro compass, Ship’s power supply or has been caused by external R.F equipment or others)
- Any unauthorized modification of the Part(s), or operation outside of environmental specifications of the product in which the Part(s) is integrated.

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(3) Parts – Repair Cycle

- In case MINS shipped parts to the Customer, it is the Customer's responsibility to ship back to MINS all faulty parts from the vessel or site, under DDU term. (Incoterms 2010).
- The customer will receive an RMA number from MINS by email prior to the shipment.
- MINS reserves the right to invoice the Customer if a Part is not returned to MINS within 30 days from shipment of the new Part in applicable cases.

Warranties shall be in lieu of all other warranties, expressed or implied, including warranties of merchantability or fitness for a particular purpose. MINS shall in no event be liable to any special, direct, indirect, incidental or consequential damages for breach of any warranty or other obligation arising out of the sale of the products, or from the use of the products or any inability to use the products.

The terms and conditions of this warranty are the entire agreement between the parties relating to the liability of MINS to the Part(s). There are no other express or implied terms or conditions of this warranty.

