



# WARRANTY TERM





## Warranty Term

### Scope and warranty period

DYNAMOX S.A., the creator and manufacturer of the DynaPredict Solution and the exclusive manufacturer of the Enging Solution in Brazil, is committed to the quality of its products and the satisfaction of its customers and guarantees the products marketed with the DynaPredict and Enging Solutions.

The warranty covers protection against manufacturing defects, when used under normal conditions, in accordance with its specifications, for a period of 1 (one) year from the date of issue of the Sales Invoice, for the products in question. Replaced products will have a minimum warranty period of 6 (six) months and a maximum of 12 (twelve) months (original warranty period), with the longer period prevailing in each case.

Products may be replaced by newer versions, either equivalent or superior, if the model in question is no longer in production.

### Procedure for granting the warranty

- Contacting Dynamox Technical Support (via e-mail to [support@dynamox.net](mailto:support@dynamox.net)) for prior analysis and guidance on the shipment of the devices;
- Shipment of materials, as instructed by support, respecting the tax rules in force in the buyer's country of operation.

**Note 1:** Shipping and insurance costs are the responsibility of the buyer.

**Note 2:** Products used in countries outside Brazil are subject to the provisions of this warranty, with the following considerations:

- Should not be returned to Brazil, the country of manufacture, due to customs restrictions on the re-entry of used products;
- Must comply with the disposal legislation in force in the country where they are being used.

For further information regarding the shipment of the devices, please contact Dynamox ([support@dynamox.net](mailto:support@dynamox.net)) or your local representative (if applicable).

Upon receipt of the materials, Dynamox will carry out the assessment, repair, exchange or return of the materials, where applicable, within the period previously agreed between the parties.

### Exceptions to this warranty are:

- Defects and/or damage resulting from irregular use of the product by the customer, such as: cracked, broken, dented, corroded or oxidized surfaces;

- Defects and/or damage resulting from testing, installation, alteration or modification of any kind to our products, carried out by teams not authorized by Dynamox;
  - Devices with violated external structure and/or missing parts;
  - Total and premature wear of the battery, proven by use beyond the technical and physical limits defined for the product;
  - Defects and/or damage caused by natural agents (flooding, sea air, electrical discharge and others), exposure to heat, steam or humidity beyond the limits defined in the product datasheet;
  - Product malfunction or damage resulting from lack, problems and/or insufficiency of power supply, such as power fluctuations that are inadequate and/or exceed the operating limits specified in the product datasheet;
  - Other non-routine adverse events not classified here.
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