

Warranty Policy

We provide 15 months limited warranty for all machines from the date of purchase

1. Our warranty covers only those defects which arise as a result of normal use of the product, and the bellows not apply to any:

- Improper or inadequate maintenance
- Misusage and mishandling
- Damaged by a wrong voltage use
- Physical damage(for example, dropping the parts on the floor or into water, broken case, etc)

2. What is the repair, exchange policy?

Exchange only on big defective units (beyond repair).For buyers' used machines, we only can support repair service.

Repair: We provide free spare parts (just include the main board and motor and sensor) within the warranty period. Buyer should provide serial number and photos of defective machines, but buyer should pay the shipment charges and return us the broken parts.

Exchange: If you reported problem to us in one month on arrival of the machine,and the problem can't solved, we accept the exchange. Buyer needs pay the ship back sea freight and the sea freight for new machine.

3. What about when one year warranty over time?

We still offer the repair service to you when the warranty time is over, even we can offer you the repair service in the whole life of machine.

4. How to support you when you purchase our machine in first time?

When you meet the problem of our machine under the situation that you are not familiar with our machines.

Do not worry, we can offer:

- User Manual in English
- Operation Video
- Support on-line
- If you need on-site maintenance or training, the seller shall dispatch technician to buyer's side. The buyer pays all the expenses including the round air ticket etc, accommodation and the application of visa. The installation fee and training fee is free.

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*The warranty policy subject to change without notice, links on website.