

## 5 YEAR WARRANTY

We have always been committed to ensuring the highest quality of our products and it is precisely for this reason that we offer a guarantee extension for our machines to 5 years, without additional costs. The only requirement to take advantage of the warranty extension is an online activation when registering the machine, within 30 days from the date of purchase, at our website <http://www.valiani.com> in the section **"Activating 5-year warranty"**.

### WARRANTY CONDITIONS

The 5-year warranty will only be valid if activated within the time and manner requested; otherwise the machine and accessories ("Product/s"), purchased from Valiani or an authorized Valiani dealer, including the mechanical, pneumatic, electrotechnical and electronic components will be guaranteed to conform to the Valiani production specifications for a period of one ( 1) year from the date of purchase of the Product (s) indicated in the sales note or invoice. The technical assistance service help desk and free remote connection is valid for one (1) year. Upon expiry it will be possible to request an extension for a fee. The 5-year warranty is only available for the Optima, Maximus, Nexus and Gladius series. The 5-year warranty is available in all countries\* .

#### CONTENT

During the Warranty Period, Valiani will, at its discretion, repair or replace the Product that does not comply with the Warranty without additional costs, with the exception of travel and labor costs relating to Valiani personnel sent to the site. Should this not be possible, Valiani will reimburse the price of the Product, reduced by an amount that takes into account its actual use starting from the time of purchase.

The repair, at Valiani's discretion, may include updating the software, replacing components or boards with other components or boards of equivalent functionality, whether new or overhauled. Replaced components, accessories, batteries or cards are warranted for the remainder of the original warranty period. Therefore the Warranty Period will not be extended in any way. The substituted machine, original accessories and/or substituted mechanical and electronic components become Valiani's property.

#### METHOD

To obtain warranty assistance, the buyer must contact Valiani no later than fifteen (15) days from the discovery date of the defect in materials, workmanship or non-compliance with the specifications of the Product itself.

In the event that a specific part of the machine is requested to be returned, the Product will be sent with shipping costs to be paid by the owner/customer and must be accompanied by the duly completed repair form in each of its fields. This form is attached to each machine manual.

#### WARANTY EXCLUSIONS

This warranty is not valid on consumable parts and if the origin of the fault is not attributable to product defects but to external factors such as, purely by way of example and not exhaustively:

1. Use that does not comply with the indications of the user manual (incorrect use), tampering, negligence or neglect and in the case of alterations or repairs carried out by personnel not authorized by Valiani.
2. Use of accessories, software applications and peripherals (including but not limited to: batteries, USB adapters and power supplies), not manufactured, supplied or expressly authorized by Valiani.
3. Use of blades or equipment not produced, supplied or expressly authorized by Valiani;
4. Connection to incompatible energy sources, supercharging the machine, or the connection to an earthing system not in accordance with the law;
5. Use of connection cables to the electric control unit of the Product that are elongated, modified, damaged or have been crushed or short-circuited.
6. When defects or damages are due to humidity, liquids or other infiltrations.

The Nexus machine electric control center and the oscillating head are excluded from the 5-year warranty.

In addition, this warranty will not apply if the serial number of the Product has been modified, deleted, duplicated, removed or made illegible. Valiani reserves the right to refuse free assistance if the requested documentation cannot be provided or if the information is incomplete, illegible or incompatible with the factory data.

#### DATA BACK-UP

Before sending your product for warranty service, please take note and backup all the data that you have entered for your product, such as the library, the settings for the machine setup and any adjustments for cutting, as this data could be deleted during the repair or service operation.

#### OUT OF WARRANTY REPAIRS

In the event of Valiani being requested to perform a repair of the Product at any time beyond the Warranty Period, or if the Warranty cannot be applied due to the nature of the defect (s) or malfunction (s) found, Valiani, at its discretion, may carry out these repairs and charge for the costs incurred, or the customer may contact an authorized third party to carry out these repairs.

\*.Except China and Hong Kong