

Mayku Multiplier: Warranty document

1.0 Warranty – Mayku Multiplier

The Multiplier machine is covered by a standard 1-year warranty and 2500 cycles, guaranteeing that it is free from any flaws in materials, design, and workmanship. The warranty period starts from the date when the product is sold and delivered to the end customer. It is important to note that the warranty policy applies only to the original purchaser as indicated in the customer's purchase invoice.

1.1 Making a Claim

To make a valid warranty claim, please ensure the following:

- Notification is made before the end of the warranty period
- The terms and conditions of the warranty (as outlined below) are followed
- The original customer's purchase invoice is provided as proof of purchase
- The serial number sticker is still attached to the product
- The product is returned in its original packaging

It is recommended to keep both the purchase invoice and official packaging in a safe place, as they are required to make a warranty claim. If the original packaging is no longer available, replacement packaging can be purchased via support@mayku.me.

1.2 Conditions

Mayku's warranty is granted under the following conditions:

- The product is sold, delivered, and assembled by Mayku or a recognized Mayku Partner. For a list of authorized partners, please visit <https://mayku.me/resellers>
- The product is newly manufactured on the date of purchase and has not been sold as used, refurbished, or manufactured
- Mayku's latest firmware has been installed and used with the product
- The Mayku installation and maintenance instructions from the manual have been observed. It is important to follow any 'do-it-yourself' assembly or maintenance instructions meticulously
- The warranty will be invalidated if the product is disassembled or reassembled by anyone other than a recognized Mayku service partner
- If a part of the product is repaired or replaced during the warranty period, the remaining warranty period for the entire product applies to the replaced part
- Customers can use third-party materials in Custom Mode without voiding the warranty. However, if the use of third-party materials causes damage to the product, the warranty will be invalidated
- Mayku takes no responsibility for dangerous, hazardous or incompatible materials that are used with the machine
- Users should thoroughly check the health and safety requirements of materials from third party suppliers. Mayku takes no responsibility for incompatible, hazardous or dangerous materials being used with the machine and custom mode
- Please note that repairing or replacing a part will not extend the warranty period

1.3 Notification

- For first-line support please contact support@mayku.me
- All notifications regarding this warranty must be made to Mayku, from whom the product was originally purchased, even if the customer is currently residing in a different country and/or purchased the product via a recognized Mayku Partner
- Before making any warranty claim, it must be recognized as justified by Mayku. If the claim is justified, Mayku will rectify the defects free of charge according to the terms of the warranty. If the defect cannot be repaired, Mayku will replace the product with an identical one of equal value or offer an appropriate refund
- Please note that in some countries, the warranty may not cover shipping costs for defective products sent in for assessment and/or repair, nor for shipping costs for replacement or repaired product(s) sent back to the claimant
- Standard Collection/Delivery - curbside, 1 man delivery/collection is covered by the warranty

1.4 Exclusions

This warranty does not cover:

- Consumables/Wearables - The warranty covers 2500 cycles or 1 year
- Defects or damages caused by inappropriate use, installation, maintenance, operation, cleaning, or normal wear and tear. Please refer to the product manual for correct use
- Events, acts, defaults, or omissions outside Mayku's control
- Product failure caused by an accident

Mayku is not liable for indirect or consequential damages, including loss of use, profit, or revenue. Mayku's liability is limited to the purchase value of the product.

1.5 Applicable law and competent court

This warranty is exclusively governed by UK law. Any dispute arising out of or in connection with this warranty will be exclusively submitted to the jurisdiction of the court (Rechtbank) of Midden-Nederland, location Utrecht.