



AMAG Technology - Hardware Warranty Certificate

Thank you for purchasing a product covered under our standard hardware warranty. This certificate confirms that the purchaser is entitled to warranty protection for eligible hardware supplied by our company.

Scope of Warranty

This warranty applies to all eligible hardware products manufactured by AMAG Technology unless otherwise stated. Coverage applies only when products are used under normal operating conditions and in accordance with provided instructions.

Warranty Coverage

This warranty applies to products purchased from 2022 or later and covers defects in materials and workmanship. During the warranty period, we will, at our discretion:

- Replace the product with an equivalent unit
- Provide functionally equivalent refurbished components
- Offer alternative remedies when replacement is not feasible

Exclusions

- Damage caused by misuse, improper installation, or unauthorised modification
- Accidental damage, neglect, vandalism, fire, liquid ingress, or power surges
- Normal wear and tear, consumables, or cosmetic damage
- Software, firmware, or configuration issues not caused by hardware failure
- Third-party equipment or accessories not supplied by our company
- Any loss of data, business interruption, or consequential damages

Warranty Period

The warranty period for AMAG manufactured hardware is 5 years for products purchased in 2022 or later. Unless otherwise stated, warranty periods begin on the date of original purchase.

How to Make a Warranty Claim

To submit a claim, please provide:

- Proof of purchase – Purchase Order
- Product identification details – Part Number & Serial Number
- A clear description of the issue
- Any diagnostic information requested by our support team

Claims can be raised through our support channels:

- Email: technical.support@amag.com
- Telephone: +1 (800) 874-1091 (America) or +44 (0)3303 903840 (International)



Limitations

- The remedies provided under this certificate are the sole and exclusive remedies available.
- Warranty service does not extend or renew the warranty period.
- Replacement products or parts may be new or refurbished equivalents.
- Hardware branded as AMAG but manufactured by third parties and third party hardware products sold by AMAG are excluded from this warranty certificate.

Company Information

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This certificate serves as a general statement of warranty terms and may be supplemented by product-specific warranty statements where required.