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CMSI WARRANTY POLICY

All our products have a 12-month warranty against manufacturing defects from the date of purchase and is not refundable.

The moment our technical team notices such a defect, the product will be repaired or replaced free of charge.

Modification of a product invalidates the warranty.

Removing the barcode sticker on the machines will void the warranty.

It is mandatory to have the money counters serviced by and at CMSI during the warranty period. Service maintenance done by a third party during the warranty period will also void the warranty.

What is not covered by the warranty?

Our warranty does not cover claims resulting from misuse, abnormal use, overload, general wear & tear, failure to follow instructions, transport damage, lack of maintenance, negligence, electricity damage and fading of the product.

Any loss, significant damage, a person being wounded or damage to property as a result of the use of this product is explicitly excluded.

After the warranty period CMSI will repair the product (when necessary) at a reasonable price.

Product Sustainability

Each product has a lifespan between 3 and 4.5 years. Especially when used daily. The same applies to machines used for heavy-duty work.

"It is important that each products is serviced every 2 months, whether it is used often or not. If that does not happen, the warranty will expire immediately."

Note: In the first week after purchase, there may still be standard errors (for example feed errors) due to the adaptation of the machine to your organization's work conditions and methods. If Page | 1at the first service it appears that the machine is extremely dirty, the service time will be shortened.



"When it comes to Cash Security is Key"



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Registration

All our customers are registered in our quality care system to keep track of purchases if a problem occurs. For technical issues, the Quality Care Service can be reached by chat on our website. We will respond within 24 hours. Or you can call (597) 7238072. Depending on the issue, Tech Support will decide whether additional costs will be charged. We will keep in touch if there is any relevant news or information.

What we need from you

All claims must be accompanied by a sales receipt to verify the date and place of purchase. Only the first owner is covered by this warranty.

Important note

This document must be signed and returned within 1 week. If not, the warranty will be canceled.

**** Attention:**

When connecting your money counter and thermal printer, the on/off switch must be set to 0 and please do not make any adjustments to the machine (e.g. ADF Gap screw on top of the machine) without consulting with CMSI.

Please make sure to connect the money counter to a properly functioning automatic voltage regulator to prevent electricity damage. If you don't own a regulator, CMSI can offer you one for a reasonable price.

Date: august 2020.



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