



BLACKBIXON SDN. BHD. Reg. No.: 202001022371 (1378691-W) (AJL 932364)

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BLACKBIXON COFFEE MACHINE WARRANTY POLICY

- (1) This warranty is valid only for the coffee machine that is purchased from BLACKBIXON via the Outright Package, Consume-to-Own Package or on its own. In the event of a warranty claim, proof of purchase will be required for the validation of all warranty claims.
- (2) BLACKBIXON Coffee Machine is for home use only. The warranty will be voided if the coffee machine has been used commercially.
- (3) Every BLACKBIXON Coffee Machine has a unique serial number. The serial number is treated as the warranty number of the machine and it is located on the box and at the base of the machine. The warranty is considered invalid if the serial number is not tally with the proof of purchase, is removed, defaced, or made illegible by tampering.
- (4) BLACKBIXON Coffee Machine is warranted against manufacturing faults and defective parts for a period of a maximum of twelve (12) months from the date of purchase. The warranty only applies where a defect has arisen, wholly or substantially, as a result of faulty manufacture, parts, or workmanship during the warranty period. In the case of the Consume-To-Own package, the warranty of the Coffee Machine against manufacturing faults and defective parts shall commence from the date of subscription of the package.
- (5) In the event of a malfunction the Member may return the coffee machine to BLACKBIXON for inspection and repair where necessary. The return of a malfunctioning coffee machine does not automatically warrant a refund, replacement, or exchange. In the event of such returns, BLACKBIXON will inspect and shall make appropriate arrangements to replace such defective machine and parts.
- (6) In the event that a repair is required, BLACKBIXON will provide a loan coffee machine while the defective coffee machine is being repaired. The repairs will be performed by BLACKBIXON's technical team and the defective coffee machine will be returned to the Member when the repairs are completed and the Member shall return the loan coffee machine to BLACKBIXON.
- (7) The warranty is only valid if the coffee machine is used and maintained in accordance with the operating instructions, warnings, and safeguards contained in the machine Instruction Manual. The warranty shall be voided in the event of failure to observe the operating or assembly instructions.
- (8) No modification is allowed to be performed on the coffee machine. The Member shall take care of the coffee machine with proper cleaning and standard maintenance following the Instruction Manual.
- (9) The warranty does not cover the following:
 - (i) Coffee Machine used for business and commercial purposes.
 - (ii) Corrosion, rusting, or stains.
 - (iii) Damage resulting from misuse, alteration, tampering, or improper handling of the coffee machine or usage not in accordance with the operating procedures outlined in the user manual.
 - (iv) Defects or damage due to the wrong usage of electrical supply or voltage.
 - (v) Failure to adhere and comply to the proper cleaning procedure.
 - (vi) Damage due to transit, delivery, accident, misuse, or abuse. Natural disasters, lightning, fire, flood, and exposure to sunlight.
- (10) The warranty does not cover the cost associated with replacing and servicing consumable parts and/or accessories.
- (11) The delivery costs and any incurred during the return of defective products and parts will be borne by the Member.
- (12) The warranty is given only within the boundary of Malaysia.