

Warranty Statement

Policy Description

We developed this Mammotion service policy to provide Mammotion users with efficient, fast, and convenient services.

To ensure a smooth service process, please keep Mammotion **product purchase receipts, invoices, and other relevant documents** as proof of purchase for future service inquiries. Please note that **only** purchase receipts issued by Mammotion or Mammotion authorized dealers are valid. All refunds, returns, and exchanges can only be processed after the original product is received and inspected at our local warehouse.

Original Product Packaging

The original packaging provides the best product protection, and improper packaging may void the warranty and be subject to charges. Mammotion will cover the cost of return shipping caused by our product quality during the warranty period, **but you will be responsible for the returned product's packaging and any damage occurring in transit caused by improper packaging.** So we highly recommend that you keep the original packaging box and packing materials of the product in case you need to return it for warranty service.

Conditions for Warranty Repair Service:

Warranty Repair Service can be requested under specific conditions.

Users are instructed to contact MAMMOTION or an authorized MAMMOTION dealer for detailed information.

How to Obtain a Warranty Service

- For products ordered from a local dealer, please contact the dealer first.
- Users are required to provide **valid proof of purchase, receipt, or order number**(for MAMMOTION Direct Sales). Additionally, the **Serial Number of the product** is essential for initiating warranty service.
- MAMMOTION will attempt to resolve issues through phone calls, email, or online chat.
- MAMMOTION may direct you to download or install particular software updates.
- You may be required to deliver the product to MAMMOTION for further examination or to local MAMMOTION's appointed service centers if issues persist.

What This Limited Warranty Does NOT Cover

- Misuse or non-compliance with the user manual.
- The product is found damaged in transit, but it is not rejected on delivery, or no certificate confirming damages is issued by the logistics company. Proof of damage during the transit cannot be provided.
- The failure is caused by accident, abuse, misuse, flood, fire, earthquake, food or liquid spills, incorrect electrical charge, or other external causes.
- The damage is caused by operating the product outside the permitted or intended uses described by Mammotion.
- The product or part that has been modified to significantly alter functionality or

capability without the written permission of Mammotion.

- Loss, damage, or disclosure of your data.
- Product labels, serial numbers, etc. show signs of tampering or alteration.
- A legal proof of purchase from Mammotion, receipt or invoice is not provided or is reasonably believed to have been forged or tampered with.

Warranty Period:

- Three years.
- Users are advised to check the information below to determine the specific duration of the warranty for their product or parts.
- For a product, the warranty period starts on the original date of purchase mentioned on the sales receipt or invoice.
- Pre-order products initiate the warranty period from the shipping date from the local warehouse.