



Bin-Shihon Group Co., Ltd ,
Equipment and Tools Warrenty policy

The following policy describes the process which will determine whether any Equipment or tools purchased from Bin-Shihon Group Co., Ltd, or Affiliated companies is eligible for a warranty claim.

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1. Eligibility.

This warranty only applies to the original purchaser of any new Equipment or tools Sold by Bin-Shihon Group Co., Ltd or affiliated companies.

Eligible Equipment or tools shall be used only in line with the manufacturer's recommendations and procedures.

2. Warranty coverage.

This warranty is valid for any Bin-Shihon Group Co., Ltd equipment or tools that was new at purchase and was removed from service due to Manufacturing defects.

The equipment and tools are fully guaranteed against manufacturing defects arising from raw materials and workmanship under normal usage within the warranty period as stated.

This warranty applies only to the original purchaser (end user) and is not transferrable to any other party.

The warranty is only valid if fitted by Bin-Shihon Group Co., Ltd or an authorized agent unless otherwise agreed at purchase.

Any Equipment or tools supplied by Bin-Shihon Group Co., Ltd has a warranty against manufacturer defects or premature failure from date of first fitment/ VAT sale invoice, all Equipment/Tools come with a 12-month Guarantee as standard.

This time period does not represent the expected service life for the items listed covered by this warranty.

Should any Bin-Shihon Group Co., Ltd Equipment or tools prove defective based on the Company test procedures, the end user is entitled to Have the tool replaced or equipment fixed in line with the manufacturer's warranty, if a part or tool is replaced under warranty for the customer, the newly replaced part or tool will receive the remainder of the original warranty. Consequently, in the event that a second part or tool fails, the date of sale of the original retail purchase/or job order is to be used as the beginning date when calculating months of service.

If a part or tool is replaced, then an update will be made to the original invoice.

3. Warranty conditions.

The following conditions must be met when making a warranty claim for tools or equipment:

- 1, Submission of evidence of purchasing (VAT Invoice) or Job order/Installation date, and a warranty booklet if available.

- 2, The equipment or tool, serial number and customer details must match the invoice.

- 3, The Equipment must be fitted/used in the service center/premises or workshop in the invoice.

- 4, The equipment must be correctly fitted and not altered in any way.

- 5, The Equipment or tool must fulfill the relevant warranty conditions.

- 6, Equipment or tools deemed faulty can only be examined by Bin-Shihon Group Co., Ltd or any of their authorized Personnel.

- 7, In order to make a thorough inspection the user must ensure access to the equipment or tool by personnel authorized by Bin-Shihon Group Co., Ltd.

- 8, The equipment or tool must pass any relevant checks.

- 9, The equipment or tools must not have any signs of misuse.

Failure to meet the above criteria will result in a rejected warranty claim.

4, Compensation Amount.

Bin-Shihon Group Co., Ltd will fix where possible or compensate the customer if not possible to fix the Faulty equipment parts or tools based on the job order/purchase date of the items purchased by them.

The Repair/replacement of parts or items will be determined by Bin-Shihon Group Co., Ltd.

Any additional taxes, fitment, and any other charges in connection with the replacement of equipment, parts or tools are required to be paid for by the owner.

Bin-Shihon Group Co., Ltd reserves the right to choose the method of Repair or replacement, which is either an exchange of the product/Faulty part or a value based on the Equipment/tool age.

In cases where it is impossible to compensate the customer by repairing or changing the product, the customer has the right to receive a product of the same type but different manufacturer, voucher towards new equipment or tools. Or to obtain a refund (based on Age after First 3 months).

Any Equipment parts or tools that have been accepted for a warranty claim and been, replaced or had a settlement Paid, becomes the property of Bin-Shihon Group Co., Ltd.


5. Warranty exclusions.

Tools or Equipment that has become unserviceable for the following reason will be rejected for claims and void the warranty.

The Below list of reasons for rejection although quite exhaustive is not a complete list for reasons of rejection from Bin-Shihon Group Co., Ltd or Affiliated companies.

Equipment.

- 1, The Equipment is not fitted to the Premises/center on the invoice.
- 2, Improper maintenance.
- 3, Improper Instillation.
- 4, Improper Use.
- 5, Signs of misuse or damage.
- 6, Normal wear and tear.
- 7, Mechanical irregularities.
- 8, Damage due to modifications.
- 9, Damage caused by corrosion, vandalism, or damages caused by contamination (any chemical products).
- 10, Any damage caused by third party additions.
- 11, Serial number missing or damaged.



12, No invoice.

13, Been subjected to operating or environmental conditions in excess of limits established by the application specifications or documentation.

14, Neglect.

15, Damaged by fire, explosion, earthquake, Acts of God or any other force majeure events.

16, External Power supply issues, Faults or surge Damage.

17, Been Repaired with non-original spare parts or accessories.

18, Unable to test the electrical system.

19, Items normally required to maintain the product, such as lubricants, oil, etc. are not covered.

20, Any damage caused by overloading Equipment beyond rated capacity.

21, Items that require Maintenance.

Tools.

1, No Invoice.

2, Improper maintenance.

3, Invoice does not match the equipment.

4, Improper Use.

5, Signs of misuse or damage.

6, Normal wear and tear.

7, Mechanical irregularities.

8, Damage due to modifications.

9, Damage caused by corrosion, vandalism, or damages caused by contamination (any chemical products).

10, Any damage caused by third party additions.

11, Serial number missing or damaged.

12, Been subjected to operating or environmental conditions in excess of limits established by the application specifications or documentation.

13, Neglect.

14, Damaged by fire, explosion, earthquake, Acts of God or any other Major Environmental events.

15, Been Repaired with non-original spare parts or accessories.

16, Unable to test/check.

17, Items that require Maintenance.

Damages that Bin-Shihon Group Co., Ltd will not be responsible for include but are not limited to:

Loss of profits.

Loss of savings.

Loss of revenue.

Loss of use of the product or any associated equipment.

Capital costs.

Cost of any substitute equipment, facilities, or services.

Downtime.

The claims of third parties, including customers; and damages to property.

6. Summary.

This policy is designed to be a guide as to the Warranty procedure for Bin-Shihon Group Co., Ltd.

The above list of reasons for rejection although quite exhaustive is not a complete list for reasons of rejection from Bin-Shihon Group Co., Ltd or Affiliated companies.

Bin-Shihon Group Co., Ltd reserve the right to refuse any warranty claim submitted to them by any customer.

If the Warranty claim is refused, then a full explanation will be offered to the said customer with proof if required as to why the claim has been rejected.

Customers have a right to Appeal a warranty claim refusal and will need to ensure the following.

- 1, The equipment or tool has not been used in any way once the claim is submitted.
- 2, The claim has been submitted on or before 5 working days from the date of refusal.
- 3, The customer has emailed Warranty@Bin-Shihon.com with a reason why the claim should be authorized with photographic evidence if required.

At this point an assessor from Bin-Shihon Group Co., Ltd or their affiliated companies will then visit the customer and reassess the claim.

Only 1 appeal is allowed per Equipment or tools warranty claim.

All customers have the right to Complain to Bin-Shihon Group Co., Ltd if they feel they have been unfairly treated in any way during any of the above process.

Please submit the complaint to Warranty@Bin-shihon.com stating the reason for the complaint and their contact details, at which point this will be reviewed by Bin-Shihon Group Co., Ltd and they will respond to the Email within 5 working Days. With all supporting documents, Invoice, photos / videos, job order.

All customers have the right to appeal to the Ministry of commerce if they feel they have been unfairly treated during any of the above process.