



# AMROTEC® 1 Year Warranty Guideline

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## Limited Warranty:

All AMROTEC® Products (Equipment) are warranted to be free of defects in materials and workmanship for a period of one (1) year from the date of purchase. This Product (Equipment) has been factory tested prior to packaging at the Distribution Center and is warranted to be in satisfactory working order prior to shipment.

### ***This warranty does not apply to the following conditions:***

- Damage as a result of misuse or abuse of the machine
- Damage as a result of a foreign object or substance entering the machine
- Damage as a result of tampering, alterations or unauthorized repair
- use on improper voltage or current, use contrary to operating instructions
- Damage as a result of improper packaging by the customer prior to shipping
- Damage resulting from shipment to our repair center by the Purchaser
- Incompatibility due to changes in coin or currency size, shape or materials

### ***Disclaimer & additional Exclusion:***

Product Parts repair or replacement under this warranty only covers wear and tear under normal operation (for example, approx. 4 million pieces bill count in a year for MiB-11V and MiB-11F Currency Discriminators, up to 1 million pcs for MiB-1 model Currency Discriminators within a given year, and up to 10 million pcs for K-Series Sorters within a given year) and provided only upon presentation of reasonable evidence, such as invoice or order No, Model and Serial number of the machine including product count information (if available), proof that the date of the claim is within the warranty period and warranty guideline has been satisfied by completing our RMA process (Return Merchandise Authorization).

Warranty remedies limited to only parts or equipment repair or replacement (if cannot be repaired) and all defective parts or equipment must ship to our service center in Hawaii (Labor is free) or to one of our authorized dealer's repair center (Labor cost is not covered under this warranty) in West Coast or East Coast according to our RMA instructions and location of such repair center to be decided solely by Amro-Asian Trade, Inc and at our own discretion. This warranty does not cover shipping cost to ship subject equipment or parts to our service center in Hawaii or any of our authorized repair center as well as shipping cost to return to customer's address. This warranty does not cover any shipping damages to equipment or parts by your shipping carrier during shipment to our service center.

"AMROTEC®" or it's manufacturers shall not be liable for any incidental or consequential damages for breach of any express or limited warranty on this equipment or any part thereof. Except to the extent prohibited by applicable law, "AMROTEC®" and its products manufacturers disclaim any implied warranty or merchantability or fitness for a particular purpose of this equipment or any part thereof. This warranty gives you specific legal rights, and you may also have other rights which vary from state or state of United States of America. This warranty is valid only in the United States of America.

**AMROTEC®**

Amro-Asian Trade, Inc

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## RMA (Return Merchandise Authorization) Process:

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### WITHIN WARRANTY:

#### **First: Return Merchandise Authorization (RMA)**

Purchaser will need to obtain a Return Merchandise Authorization (RMA) number from AMROTEC® by contacting us via email or fill in our RMA request form on our website. Please contact our service department via email [rma@amrotec.com](mailto:rma@amrotec.com) with your Product Model and serial number, Product machinery info if available, and description of the problem. AMROTEC® service department will reach out to you to perform some troubleshooting steps and if it is determined that issue cannot be resolved over the phone without disassembling the Product / Equipment, then, AMROTEC® will email you RMA form with RMA number to be used to return Product to our Repair center in Hawaii or to one of our authorized Dealer's service centers in West Coast or East Coast. Shipping the purchased Product back (return) without a Valid RMA number from AMROTEC® will be rejected or will delay resolving your issue in timely manner .

#### **Second: Ship-To Information**

AMROTEC® will provide you the ship-to address for your return to our Honolulu location or to any of our authorized Dealer's repair center. Purchasers are responsible for shipping costs to ship the Product (with full insurance) to us or to our authorized dealer's repair center.

#### **Third: Boxing the Product**

The Product you are returning for repair must be shipped back in its original box. Please write the RMA number on the box as well as on the shipping label, so that package can be properly identified by us or by our authorized repair center. See below how to properly package the Product.

#### **Fourth: Shipping the Product**

We highly recommend that you ship the Product back using UPS or FedEx and email us the tracking number. The ability to track your package in transit is vital for you to ensure that it does not become lost and that it reaches its destination. Unfortunately, if the Product never reaches to us, it is Purchaser' sole responsibility to work with shipping carrier to locate the package or damage claim if lost in transit or damaged.



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## OUT OF WARRANTY

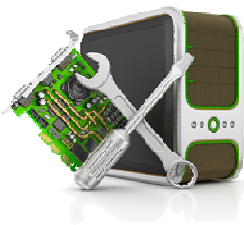
For all Out-Of-Warranty repair of your equipment, please contact our Repair department with equipment Model, Serial number, date of the purchase (provided invoice if available) with list of problems and our service department will provide you RMA form to fill in to prepare an RMA number for you to ship your equipment to our service center. After initial evaluation, our service department will provide you cost for repair including parts and labor and proceed with repair upon your approval. Shipping costs to both ways to be paid by our customers as to all out-of-warranty situation.



## PLEASE FOLLOW THESE PACKAGING GUIDELINE AT ALL TIME

### STEP-BY-STEP INSTRUCTIONS

1. Place the Product/Equipment in a large plastic bag, wrapped and taped.
2. Do not include power cord and other accessories
3. Place machine in original packaging box that originally came with the Product / Equipment when initial purchased was made.
4. If original packaging box and molded foam blocks are unavailable, wrap machine in large bubble wrap 2-3 times, then rotate 90 degrees and wrap 2-3 times again, then tape bubble wrap securely.
5. Place some hard foam material on each 4 sides of the Product / equipment.
6. Place machine in original corrugated cardboard box. If original cardboard box is unavailable, use a box as snug as possible and add filler if necessary.
7. Include a written description of the problem you are having or include AMROTEC®'s RMA form that was provided to you.
8. Tape all side of the box securely.
9. Place the box inside a second larger box with minimum of 2 inches of tightly packed foam peanuts or other appropriate cushioning material on all sides
10. Tape the second box tightly and securely.
11. Write RMA number on outside of box and on shipping label



### **RMA/ Repair Center:**

**AMRO-ASIAN TRADE, INC**  
**Atten: Service Department**  
**1136 Union Mall, Suite # 618**  
**Honolulu, HI 96813**  
**Tel: 808-523-9607**  
**Email: RMA@AMROTEC.COM**

**AMROTEC®**