

WARRANTY POLICY

The Minnovation Technologies (“Minnovation”) builds its success on the trust its customers, partners, employees and other stakeholders place in our ability to provide premier location products and services. Return and Warranty Policy is subject to the Terms of Service. Terms used here and not defined are included in the Terms of Service.

Warranty Terms

All hardware products from Minnovation come with a 12-month warranty. The warranty period, excluding the battery, starts from the date of shipment. If your hardware breaks down or malfunctions during the warranty period (due to a manufacturing defect), we will replace it free of charge, minus the shipping fee for the replacement hardware. If the replacement is refused, the warranty does not apply.

Warranty

- Warranty does not apply in the following cases
- Improper use or storage of hardware
- Damage caused by water or moisture
- Intentional or accidental damage
- Physical damage including twisting, bending, wrench, cutting or misuse
- Natural (bad weather) or electrical Damage due to failure (power surge)
- Hardware changes
- Case (container) changes
- Component alterations, including changes to connectors or other fixed components
- Exposure to radiation or corrosive chemicals

Minnovation reserves the right to determine in good faith and in its sole discretion whether a manufacturing defect caused a malfunction or was caused by any of the above reasons.

Exercising the Guarantee

To exercise the guarantee, please contact support@minnovation.com.au first. Our support staff will contact you to confirm the status. Please note that you will be responsible for all shipping charges and possible damages incurred during shipping.

Return Policy

We do not accept returns for properly functioning hardware, for good reason or without prior consultation or explanation. The terms of use stipulate the customer’s rights when the hardware is provided to the customer in an inadequate state.

Consumer Law in Your Country

For consumers subject to consumer protection law or regulation in the country of purchase or residence: The benefits provided by the warranty are all rights and regulations under such consumer protection law and regulation. In addition to remedies, it includes, but is not limited to, additional rights. Such consumers may also have the right to return the hardware within a certain period of time after purchase. If you have any questions, please contact support@minnovation.com.au We will be happy to assist you in confirming your proper consumer rights. Please note that this is not legal advice, but merely friendly assistance, and we cannot guarantee that our investigation is accurate.

Warranty Disclaimer

The hardware provided to you in connection with this Agreement is provided as “As is” (as is). Apart from the above warranties, we include the implied warranties of merchantability and FIFO, but we make no warranties or representations regarding performance, accuracy, reliability, or non-infringement, whether expressed or implied by the hardware. Minnovation does not guarantee that the operation of the hardware will not be interrupted, that no error will occur, or that the hardware will meet the expectations of the customer or a third party. Oral or written information or advice given by our representatives or employees does not create a warranty or extend the scope of our obligations.

Voluntary Replacement

Minnovation will allow replacement of non-functional hardware or battery, even if the warranty has expired or does not apply for the above reasons, and in some cases may return the hardware for other reasons. However, the terms of such exchange or return shall be at the sole discretion of Minnovation and shall be determined on an individual basis.

Last Updated: 10/09/2021 by Simon Maselli