

Noesis limited warranty statement.

General Warranty Period

New NOESIS Robots: NOESIS warrants you, the original purchaser, that your NOESIS product will be free from defects to materials and workmanship, when used under normal conditions, for 2 years from the product's purchase date.

CERTIFIED Refurbished NOESIS Robots: NOESIS warrants you, the original purchaser, that your NOESIS product will be free from defects to materials and workmanship, when used under normal conditions, for 6 months from the product purchase date.

Note: The above warranty is limited to the country in which you originally purchased the product.

Warranty Exclusions

- Your product has ever been misused, abused, neglected, altered, modified or repaired by anyone other than our authorised service center.
- The warranty does not cover general wear and tear or cosmetic damage, including, but not limited to, scratches and dents.
- The warranty cannot be obtained beyond the warranty period.
- Your proof of purchase is inconsistent with the product's information.
- The warranty does not apply to accessories and other consumable parts, such as batteries, brushes, cleaning pads.
- The warranty does not cover any defects caused by operation, maintenance not in accordance with the owners' manual and operation instructions or damages caused by accident, fire, water, lightning or other natural factors.
- The Product's serial number has been removed, erased, defaced, altered or is illegible in any way (as determined at our sole discretion).
- Any NOESIS products purchased from an unauthorised seller/reseller.

Warranty Claim

When you make any claim under this warranty, it is essential that you provide a copy of the proof of purchase for your NOESIS product by email or by post. A claim under this Warranty will not be considered valid until a proof of purchase is provided.

Remedy

If your request for a warranty service is received by us within the limited warranty period, we guarantee to do one of the following:

- Repair the product,
- Replace the product with a product that is new, or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or
- Exchange the product with a product that is a new and upgraded model, and which has at least equivalent or upgraded functionality compared to the original product. When repairing or replacing the product, we may use products or parts that are new, equivalent to new or re-conditioned. Parts repaired or replaced during the product warranty period are warranted for 6 months from the date of repair or replacement.

This limited warranty does not replace but is in addition to your statutory rights. This warranty does not apply to accessories supplied with the product.

This limited warranty applies only to the original purchaser and may not be transferred.

All repairs and replacement products will be covered by the limited warranty for the balance of the original product's warranty period from the date of the original purchase.

Customer Service

If you have any questions, or wish to make a warranty claim for your product, please contact the retailer of purchase or contact us via the support center or through the NoesisHome APP.

In order to help us provide you with the best service, please have your product's serial number and original sales receipt, including the purchase date and full product details, available when you contact us. Our Customer Service Specialists will respond to you as soon as possible. We may require the product to be returned to us or sent to an authorized service center, along with all original equipment, including the robot, base station, guide plate, mop tray, mop plate and power cord.

IMPORTANT: Our company does not share your email or personal information to any third-party entity for any reason. All information provided will be kept confidential and used solely for warranty administration and technical support purposes.