

MYACTUATOR After-sales Service Guide

1. How to Obtain after-sales qualification

MYACTUATOR guarantees that each motor will be tested three times before delivery and a certificate of inspection will be issued. On normal circumstances, the MYACTUATOR products you purchase are free from defects in materials and workmanship during the warranty period.

To get the after-sales qualification: You must provide the invoice issued by MYACTUATOR company or the motor contains S/N code to be eligible for MYACTUATOR product warranty or return and replacement. As long as meet one of two points can enjoy after-sales service.

2. The warranty period

The warranty period of this product starts from the date you receive the goods and is subject to the invoice date. If you are unable to provide valid receipts such as purchase invoices, the warranty start date will be extended 30 days from the date shown in product S/N code.

The specific warranty period of each series of products is as follows sheet.

Product	Main components	Warranty Period
RMD-S	Motor	12 Month
	Driver	6 Month
RMD-L	Motor	12 Month
	Driver	6 Month
RMD-X	Motor	12 Month
	Driver	6 Month
	Reducer	12 Month

3. MYACTUATOR After-sales Solutions

After the customer purchases the product, if there is a problem with the product, the customer sends the product to distributor company. The distributor will help customer to solve the motor problems. MYACTUATOR will provide technology support by phone, email, remote assistance, etc. If it is eligible to conditions, the product can be sent back to MYACTUATOR for repair or replacement. Please refer to chapters 4, 5, 6 and 7 for specific conditions.

4. The Conditions of No Warranty

- × Collision and burning accident caused by man-made non-product quality problems;
- × Damage caused by unauthorized disassembly and shell opening under the guidance of unofficial instructions;
- × Damage caused by improper installation, use and operation without following instructions;

× In the absence of official instructions, the customer repair parts caused by the damage.

5. Conditions for accepting refund/refusing refund

5.1 Apply for a refund if meet the following conditions

- √ Within 7 natural days after the customer receives the goods, the outer packing, accessories, gifts and instructions of the products are complete, and there is no artificial damage to the products, which will not affect the secondary sales;
- √ Within 7 natural days after the customer receive the goods, find that there is a performance fault of non-human damage to the products.

5.2 Rejecting a refund if meet the following conditions

- × Request for refund more than 7 natural days after the receipt date;
- × Defective returned goods, incomplete outer packing, motor, accessories, or damage caused by appearance;
- × Product quality problems caused by collision and burning which are not caused by quality problems, as well as man-made matter (water, oil, sand, etc.), improper installation, and failure to operate according to the instruction manual;
- × Alter motor S/N code;
- × Products damaged by unavoidable factors, such as fire, flood, lightning, traffic accidents and other irresistible force;
- × After contacting MYACTUATOR to confirm the refund, the corresponding items are not sent out within 7 natural days;
- × Other circumstances as stated in the policy.

6. The conditions of acceptance/rejection replacement

6.1 Accept replacement if meet the following conditions

- √ Within 15 natural days after the customer received the goods, he find that the products were damaged in the process of transportation;
- √ Within 15 natural days after receiving the goods, the customer finds that the products in one or more important aspects are seriously inconsistent with the original product description;
- √ Within 15 natural days after the customer received the goods, finds that performance fault of non-human damage to the products.

6.2 Rejecting replacement if meet the following conditions

- × Request for replacement more than 15 natural days after the receipt date;
- × Incomplete replacement of goods or damage caused by Individual behavior;
- × Product quality problems caused by collision and burning which are not caused by quality problems, as well as man-made matter (water, oil, sand, etc.), improper installation, and failure to operate according to the instruction manual;
- × Products damaged by unavoidable factors, such as fire, flood, lightning, traffic accidents and other irresistible force;
- × Alter motor S/N code;
- × After contacting MYACTUATOR to confirm the replacement, the corresponding items are not sent out within 7 natural days;
- × Other circumstances as stated in the policy.

7.Conditions of free warranty/non-free warranty

7.1 Conditions for free warranty

- √ Products that are used normally within the specified warranty period and have non-human damage;
- √ No unauthorized dismantling of the machine, and other non-human fault.

7.2Conditions for non-free warranty

- × Products are damaged by individual behavior;
- × Damage caused by unauthorized modification, disassembly and shell opening under the guidance of unofficial instructions;
- × In the absence of official instructions, the customer repairs the damage caused by the assembly;
- × Damage caused by improper use of circuit modification guided by unofficial instructions.