

	WARRANTY POLICY	Código	SGC-PTV-PO-001
		Versión	02
		Aprobación	14/04/2023

MG INDUSTRIAL SOLUTIONS S.A.C. company dedicated to the import and commercialization of industrial equipment, directed to the field of automation and telecommunications, considers its clients as one of the pillars, for which, in the search to fully satisfy their requirements, it establishes the following framework for the compliance with guarantees of products and/or services supplied.

This policy covers the following:

- The guarantee is valid only for services, projects and/or products supplied or executed by MG INDUSTRIAL SOLUTIONS S.A.C., taking into account the guarantee terms established in the purchase-sale contract
- It will be taken as a formal request as soon as the client makes it via email and fills out the format SGC-PTV-F-005 Technical service request form (supplied by the commercial area).
- The guarantee corresponds to the repair of the supplied product, correction of failures in a service and/or executed project.
- If the failure persists, the terms established in the purchase-sale contract will be used with respect to the scope of the guarantee of the purchased item. These may be subject to local or manufacturer warranties.
- MG INDUSTRIAL SOLUTIONS S.A.C. does not undertake to transfer the products under warranty to facilities that do not correspond to those of the client.
- MG INDUSTRIAL SOLUTIONS S.A.C. is not responsible for assuming payments for freight or transportation expenses, and risks that may occur during transportation from the point of origin to its destination.
- Any product supplied that requires diagnosis must be delivered to the facilities of MG INDUSTRIAL SOLUTIONS S.A.C.
- Warranty coverage for products is for any malfunction, with the exception of the following cases:
 - Products outside the warranty period.
 - Physical damage caused by improper handling or use of the product.
 - Using the product in inadequate conditions or conditions different from those indicated in the technical specifications of the product and/or indicated by the manufacturer.
 - Evidence of attempted repair or intervention by unauthorized/certified outside personnel.
- Sending the product to the factory for diagnosis and/or repair:
 - The diagnosis of the product may be carried out by personnel of MG INDUSTRIAL SOLUTIONS S.A.C. or the manufacturer of the product (in the personal case of MG INDUSTRIAL SOLUTIONS S.A.C. considers such diagnosis necessary by the manufacturer).
 - In case the diagnosis by the manufacturer of the product concludes that the malfunction of the product has been due to mishandling or incorrect use of the product with inadequate accessories, the expenses incurred for shipping to the manufacturer's location and return to the facilities of MG INDUSTRIAL SOLUTIONS S.A.C. will be assumed by the client.
 - In case the diagnosis by the manufacturer of the product concludes that the malfunction of the product has been due to manufacturing and/or design flaws (understood as any defect caused in the product, prior to sale to the customer and at the manufacturer's location), the expenses incurred for shipping to the manufacturer's location and return to the facilities of MG INDUSTRIAL SOLUTIONS S.A.C. will be assumed by the manufacturer of the product.
- Warranty coverage for services is for any malfunction, with the exception of the following cases:
 - Incorrect use or use not stipulated in the user manual of the service provided.
 - Functions not stipulated in the purchase-sale contract of the service provided.
 - Service outside the warranty period.
 - Indications of manipulation by unauthorized/certified outside personnel.
- Response times will be subject to the following:
 - Designated times for the import of parts and parts of the product, or the response time of factory support.
 - The time required to make the initial diagnosis. This will have a maximum duration of 30 business days. *

*The hours will be counted within the support schedule subscribed in this document.

	WARRANTY POLICY	Código	SGC-PTV-PO-001
		Versión	02
		Aprobación	14/04/2023

Notes:

- The time designated for resolution will begin to be counted after the time designated as attention.
 - "Attention" is understood as the first contact established with the client by MG INDUSTRIAL SOLUTIONS, after sending the Technical Service Request Form. In this file, a ticket number will be assigned for follow-up.
 - "Resolution" is understood as the time assigned for the diagnosis and solution of the malfunction of the product and/or service. The aforementioned times only apply if the parts and parts are found locally or in stock.
 - The time designated for resolution is subject to the availability in stock of parts and parts required for the execution of the repair, likewise, if there is no local availability, the times for importing parts and parts of the product will have to be considered, or at factory support response time.
- The support hours are as follows:
Monday to Friday, from 9 am to 1 pm and from 2 pm to 6 pm (Lima, Peru time).
 - Support location:
No additional charges will be charged if it is determined that the location of the support can be done remotely.
In the case of on-site diagnosis, it will be carried out with prior coordination. If the diagnosis shows that the malfunction was caused by mishandling or incorrect use of the product with inappropriate accessories, the customer will bear the costs incurred to carry out the diagnosis.
The amount for the cost of travel expenses and the diagnostic service will be assigned by the commercial Executive involved in the attention of the request for post-sale technical service and established in a Quotation.
 - The resolution and closure of requests:
 - a) For solvable cases. Depending on the nature of the case, the resolution may take the form of a description of the applied solution, instructions, or advice to the client.
 - b) Abandonment of applications. MG INDUSTRIAL SOLUTIONS S.A.C. You can close a case if the customer contact has not responded to two (2) or more attempts to collect additional information required to resolve the case, within 48 hours of the last email sent by Technical Support personnel.
 - c) Reopening. The client can request the reopening of the cases if he considers that his request was not adequately resolved.