

# WARRANTY

Thank you for your purchase of Mobius equipment! Mobius equipment is covered by our manufacturer's warranty as follows:

## WARRANTY LENGTH

Serialized Mobius equipment is warranted for one (1) year or 1,000 operating hours, whichever occurs first, covering motors, electrical components, and all non-consumable machine components. The warranty period begins upon confirmed delivery of the equipment to the customer, as verified by shipping records.

## WARRANTY COVERAGE

This warranty applies only to the original owner of the equipment with valid proof of purchase and is non-transferable unless approved in writing by Eteros Technologies Inc. The warranty is limited to providing replacement parts for defective non-consumable components at no cost to the customer. Customers are responsible for labor costs associated with installing replacement parts and shipping costs for sending/returning parts, unless otherwise specified. Non-consumable replacement parts have a warranty for the remaining balance of the original equipment's warranty or 60 days from receipt, whichever is longer.

To claim warranty service, customers must contact Eteros Technologies at 1-866-874-6244 and may be required to return defective parts for inspection. This warranty is in lieu of all other warranties, express or implied, except where applicable law requires otherwise.

## WARRANTY EXCLUDES

This warranty does not cover consumable parts, defined as components expected to wear out or require replacement under normal use, including but not limited to blades, bearings, tumblers, filters, brushes, trim collection totes, die plates, rolls, sorting bands, and screens. Consumable parts are warranted only against defects in materials or workmanship present at the time of delivery.

## LIMITATIONS

Eteros Technologies Inc. is not liable for consequential or incidental damages, or for damages resulting from misapplication, improper maintenance, or unauthorized modifications to the equipment. Unauthorized modifications include, but are not limited to, structural alterations, use of non-approved parts, or repairs by unauthorized personnel, and will void this warranty. Cosmetic damage, such as scratches, fading, or normal wear and tear, is not covered.

Liability under this warranty applies only after the equipment is paid for in full, with total liability limited to the original purchase price of the product. Any additional or extended warranties beyond those described herein must be documented in writing and authorized by Eteros Technologies Inc. For equipment under a financing plan, contact Eteros to confirm warranty eligibility.

## WARRANTY CLAIMS AND SUPPORT

If you experience a technical issue with your Mobius equipment, contact Eteros Technologies Inc. via one of the following channels to initiate a warranty claim:

 1-866-874-6244

 [support@eteros.com](mailto:support@eteros.com)

 [mobiustrimmer.com/contact/warranty-submission](https://mobiustrimmer.com/contact/warranty-submission)

Please provide proof of purchase, equipment serial number, and a description of the issue. Our team will guide you through the process, which may include troubleshooting, part replacement, or return of defective components for inspection.

\*Extended warranty coverage of 6 months / 500 running hours available for purchase. Extended warranty option must be exercised prior to expiration of initial warranty. Please contact Eteros for further details and pricing.