



## WARRANTY MATCHING PROGRAM

**Sapientex Commerce Group LLC** independently offers its customers a warranty matching program (the “Warranty Program”) intended solely to ensure that products sold by Sapientex Commerce Group LLC do not materially differ, including with respect to warranty coverage, from those sold by manufacturers or their authorized distributors.

Accordingly, Sapientex Commerce Group LLC warrants that each product it sells is free from defects in materials and workmanship, under normal, intended use and conditions, for a period of time equal to the duration of the applicable manufacturer’s warranty, measured from the original date of purchase from Sapientex Commerce Group LLC.

This Warranty Program expressly matches, and does not exceed, supplement, expand, or modify, the scope, duration, limitations, exclusions, or remedies provided under the applicable manufacturer’s warranty.

### **Claim Submission**

To submit a claim under this Warranty Program, customers must email [ac@sapientex.com](mailto:ac@sapientex.com) and include: (i) reasonable evidence demonstrating the alleged defective condition or malfunction; (ii) proof of purchase from Sapientex Commerce Group LLC; and (iii) the applicable model and/or serial number, where available.

### **Warranty Process**

Upon verification of a valid warranty claim and confirmation of proof of purchase, Sapientex Commerce Group LLC will provide warranty coverage that mirrors the applicable manufacturer’s warranty. Sapientex Commerce Group LLC does not offer repairs, refurbished replacements, upgraded replacements, or remedies that differ from or exceed those provided under the applicable manufacturer’s warranty.

### **Limitations**

Unless an applicable manufacturer’s warranty expressly states otherwise, this Warranty Program does not apply to: (i) improper use or use inconsistent with manufacturer instructions; (ii) unintended use; (iii) incorrect or inadequate maintenance or care; (iv) misuse, abuse, negligence, alteration, or accidents; (v) customer dissatisfaction unrelated to a verified defect; or (vi) normal wear and tear.

**Disclaimer**

Sapientex Commerce Group LLC makes no express or implied warranties other than those expressly stated in this Warranty Program and expressly disclaims all warranties and conditions not stated herein, to the maximum extent permitted by applicable law. This Warranty Program is provided solely to ensure warranty parity and does not create any material difference between products sold by Sapientex Commerce Group LLC and those sold by manufacturers or their authorized distributors.