Dynamox

WARRANTY TERMS



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SCOPE AND WARRANTY PERIOD

DYNAMOX S.A., developer of the Dynamox Ecosystem and manufacturer of the Enging solution, reaffirms its commitment to the quality, reliability and performance of its products, providing its customers with this contractual warranty for the products marketed under **the Dynamox and Enging** brands.

The contractual warranty covers protection against manufacturing defects in the products covered by these Warranty Terms, provided they are used under normal operating conditions and in accordance with their technical specifications and installation, use and maintenance instructions.

In order to further strengthen the perception of quality, reliability and commitment of Dynamox to its customers, the company has extended the contractual warranty period of its products.

For products marketed in the **domestic market – Brazil –**, the contractual warranty shall be **18 (eighteen) months**, counted from the issue date of the respective sales invoice.

For products marketed in the **international market**, the contractual warranty shall be **18 (eighteen) months**, counted from the issue date of the respective commercial invoice.

This policy applies to marketed products whose commercial invoice commercial sales document was issued on or after **August 1, 2026**.

For products replaced under warranty, the replacement product shall be covered by a warranty period of **6 (six) months** from the date of delivery, or by the remaining warranty period of the original product, whichever is more favorable to the customer. In any event, the total warranty period **shall not exceed 18 (eighteen) months** from the original delivery date, for both the **domestic and international markets**.

PROCEDURE FOR GRANTING THE WARRANTY

- Contact Dynamox Technical Support (via e-mail support@dynamox.net) with all the information necessary for devices analysis;
- After receiving the material information, Dynamox will carry out the assessment and replacement of the materials, within the period of **18 months** as previously stated by this policy.

Note 01: Freight, insurance and customs clearance costs, involving shipment and receipt of the products, are the responsibility **of the client**.

Note 02: Products used outside Brazil are subject to these Warranty Terms, subject to the following additional provisions:

- They may not be returned to Brazil, their country of manufacture, as customs regulations prohibit the re-importation of used products.
- Disposal of the products must comply with the applicable waste disposal laws and regulations of the country where they are used.
- For further information regarding the shipment details of the devices, contact the Export team (export@dynamox.net) or the local representative (if applicable).

EXCLUDED FROM THE WARRANTY

- Defects and/or damage arising from testing, installation, alteration or modification of any kind to our products, carried out by teams not authorized by Dynamox;
- Devices with a tampered external structure and/or missing parts
- Total and premature wear of the battery, evidenced by use beyond the technical and physical limits defined for the product
- Defects and/or damage caused by natural agents (flooding, sea spray, electrical discharge and others), exposure to heat, steam or humidity beyond the limits defined in the product datasheet
- Product malfunctions or damage arising from the lack of supply, problems and/or insufficiency in the supply of electrical power, such as electrical power fluctuations that are inadequate and/or exceed the operating limits established in the product datasheet;
- Other non-routine adverse events not classified herein.