

# HANASIS CO.,LTD.

[www.hanasis.com](http://www.hanasis.com)

Issue Date: Dec 23, 2019



## <Statement of Limited warranty>

HANASIS CO., LTD. will provide warranty policy and process like below.

### 1. RMA Process

Repair Time / Turn Around Time (TAT)

HANASIS CO., LTD. shall provide a response notice within two (2) working days after receiving the RMA return from customer. Warranty repair or replacement shall be ready for shipping within ten (10) working days after confirming the receipt of defective unit(s). Out of warranty repair shall be finished after customer confirms and approves the proforma invoice (PI) for the RMA charge. For large quantity returns, HANASIS CO., LTD. shall confirm the repair time separately.

- ① Please ship the defect product to an authorized "HANASIS CO., LTD. service center with a description including serial number attached on the interface.
- ② All returned products as "Defective" will be tested by HANASIS CO., LTD.
- ③ Repaired or replaced products shall be warranted for the balance of the original warranty period.
- ④ D.O.A will be replaced into new one.

### 2. Repair Warranty

HANASIS CO., LTD. provides repair warranty for the repaired part or system :  
For In-Warranty or DOA products or parts: till the end of normal warranty period  
(3 years, as of P.O issue date)

**NOTE: In case that problem is on client's mistake, minimum cost can be happened.**

#### Multiple Repairs

HANASIS CO., LTD. shall be responsible for repair without any charge if repaired products or parts which exhibit the same failure caused by the same component within three (1) months after the date of shipment (by HANASIS CO., LTD.).

### 3. General Warranty

HANASIS CO., LTD. provides the product general warranty from the date of shipment from HANASIS CO., LTD. to Buyer. For any non-conforming or defect caused by HANASIS CO., LTD. found within the general warranty validation period, HANASIS CO., LTD. shall provide depot repair or replacement without material and labor charge.

### 4. DOA Warranty

In addition to general warranty, HANASIS CO., LTD. also offers DOA warranty. For any non-conforming or defect caused by HANASIS CO., LTD. found within thirty (30) calendar days from the date of invoice issue from M-S cash drawer to Buyer, HANASIS CO., LTD. shall be responsible for repair without material and labor charge.

**5. R.M.A contact information**

**1) U.S.A**

→ 5516 Boulder Hwy Suite 2e, Las Vegas, NV 89122, United States  
Tel : +1 647 554 3998

**2) CANADA**

→ 18 Spring Garden Ave, Suite #2508, Toronto, ON. CANADA, M2N 7M2  
Tel : +1 647 554 3998

**HANASIS. CO., LTD.**

*Jung Yong Lee*

**President / Jay-y Lee**  
**CEO.Jung Yong Lee/HANASIS CO., LTD.**



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