RoasTronix

WARRANTY & SERVICE POLICY

This Warranty & Service Policy (the "**Warranty**") applies to sales of certain roasting equipment (the "**Equipment**") by AXH Group, LLC, d/b/a Roastronix (the "**Seller**") to a Customer (as defined below).

For purposes hereof, the "**Customer**" shall be any entity contracting with the Seller to purchase Equipment by accepting the terms of the purchase order, bill of lading or similar document issued by the Seller (the "**PO**"), whether provided in the form of a physical written document, email, facsimile, verbal communication over the phone or in person, or by other means, to such entity, whether such entity communicates its acceptance of the PO and the Purchase T&Cs verbally or in writing to the Seller.

The Seller strives to provide outstanding quality to Customers. Information in this Warranty is subject to change without advance notice (the most recent version of the Warranty will be on the Seller's website).

1. Service Policy

a. Subject to availability and at its discretion, the Seller offers remote diagnostics / troubleshooting, replacement parts, self-repair instructions, video call guidance, on-site repair services, and/or factory repair services for the Equipment.
b. On the Customer's request, the Seller will provide remote diagnostic services for Equipment. The Seller understands that roasting is a crucial component of its Customers' business operations, and it makes every effort to provide diagnostic and trouble-shooting services within 24-48 hours of receipt of a request from a Customer (with such 24-48 hour services being limited to business days that are not public holidays).
c. If any repairs are required, the Seller will provide the Customer with an invoice for any recommended replacement parts (as described more fully below), self-repair instructions and/or video call guidance as appropriate. The Equipment can often be repaired with minimum training, s
d. kill and tools under the Seller's self-repair instructions and guidance.
e. If the repairs are beyond the scope of self-repair or video guidance, the Seller may, at its discretion, provide options for on-site repair services and/or factory repair services.

2. Warranty Policy

a. All Equipment sold by the Seller is guaranteed under this Warranty until the earlier of (a) twelve months from shipment, or (b) one thousand (1,000) roasts from first use by the Customer (the "**Warranty Period**").
b. After receipt of the Equipment, the Customer will complete and submit to the Seller the Pre-Delivery Inspection checklist and installation inspection form provided by the Seller. These forms outline the required electrical and ventilation conditions at the Customer's site.

c. Any replacement parts the Seller deems appropriate for the Customer's use in self-repair ("**Replacement Parts**") are guaranteed under this Warranty for 180 days (the "**Parts Warranty Period**"), with such warranty on the Replacement Parts commencing at the time of shipment of such Replacement Parts by the Seller.

3. Warranty Conditions

a. **ANY UNAUTHORIZED AND/OR IMPROPER DISASSEMBLY, HANDLING, STORAGE, MAINTENANCE, REPAIR AND/OR MODIFICATION, ABUSE OR ABNORMAL USE OF THE EQUIPMENT AND/OR THE REPLACEMENT PARTS BY THE CUSTOMER SHALL VOID THIS WARRANTY AND TERMINATE ANY SERVICE IN PROGRESS.** The Seller will provide explicit authorizations and instructions for any disassembly, maintenance, self-repair, or modifications to the Equipment and the use of any Replacement Parts. The Customer may not perform any self-repair or other work on the Equipment without prior written authorization or instructions from the Seller.
b. Remote diagnostics and troubleshooting by the Seller require that all modifications to the Equipment be logged and reviewed by the Seller. If unauthorized actions prevent proper diagnostics and troubleshooting, the Equipment must be repaired by the Seller on-site at the Customer's facilities or at a designated factory.
c. If the Customer (a) fails to follow the Seller's instructions or the directions included in the installation manual or other materials provided by the Seller for installation or (b) installs the Equipment prior to authorization or supervision by the Seller, this Warranty and any technical services provided by the Seller will terminate immediately.
d. The Seller will provide the Customer with maintenance instructions with the Equipment's user manual. If the Customer fails to follow the provided maintenance instructions or schedule, the Equipment could malfunction, resulting in limitation or termination of this Warranty at the discretion of the Seller.

4. Warranty Coverage

a. The Seller warrants that the Equipment and any Replacement Parts will be free of defects in material and workmanship during the Warranty Period and/or the Parts Warranty Period, as applicable.
b. If the Equipment and/or Replacement Parts are discovered to have a defect during the Warranty Period and such defect resulted from the Customer's improper use of the Equipment and/or Replacement Parts and/or failure to follow the Seller's installation, maintenance, and/or self-repair instructions (including the Customer's replacement of parts or other repairs to the Equipment without authorization from the Seller), this Warranty shall be void.
c. This Warranty covers the Replacement Parts, including shipment costs, but does not include costs of labor and other services required to perform any necessary repairs to the Equipment.

d. The exclusive remedy under this Warranty is performance of necessary repairs. The Seller shall have no further obligation under this Warranty.
e. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, INCLUDING, WITHOUT LIMITAITON, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. The Seller makes no guarantee that the Equipment or the Replacement Parts will comply to any import or safety certification requirements or standards of any country.

5. Customer Service

a. The Customer may contact the Seller via the Seller's website here: https://wkf.ms/3UakV4H

b. The Customer should provide the following information when contacting the Seller regarding repairs or issues with the Equipment:

    i. Machine Serial Number
    ii. Customer's Company Name
    iii. Customer's Contact Personnel Name, Email, Phone Number
    iv. Description of the Issue(s) with the Equipment

c. All non-urgent messages will receive a response within 48 hours via email, provided that such 48-hour timeline is limited to business days that are not otherwise public holidays. Non-urgent inquiries include, but are not limited to, situations where the Equipment is operational with minor technical issues and/or with abnormal signs.

d. The Seller will respond to all urgent inquiries within 24 hours via email, phone, messaging app, or other communication methods, provided that this 24-hour timeline is likewise limited to business days that are not otherwise public holidays.

e. The Seller will provide remote diagnostics and/or troubleshooting or video call guidance as an initial response to Customer inquiries.

    i. If the issue can be resolved with self-repair, the Seller will provide the

Customer with appropriate Replacement Parts as required and the appropriate self-repair instructions (with video call assistance on request).

1. The Customer is responsible for payment for any recommended Replacement Parts prior to shipment. If the Customer fails to pay for the recommended Replacement Parts within 5 business days of invoice, the Seller will not provide self-repair instructions and all support services will cease.
    a. On receipt, the Customer will inspect the Replacement Parts shipped to confirm that the correct quantities have been received and whether any visible defects are evident. The Customer shall also confirm that the shipment included self-repair instructions.
    b. If the Customer wishes to contest the quantity or condition of Replacement Parts received, the Customer shall notify the Seller of such issues within 2 business days after receipt of the shipment thereof.
    c. The manufacturer shall determine whether defective Replacement Parts should be repaired or replaced.
    d. Any improper repairs using defective Replacement Parts by the Customer will void this Warranty for such Replacement Parts and for any resulting damage to the Equipment.
2. The self-repair instructions will include a repair checklist from the manufacturer.
3. Any Replacement Parts used without the direct written approval of the Seller and/or the manufacturer will terminate this Warranty in full.
4. The Customer is responsible for executing any self-repairs by following the provided instructions thoroughly. The Customer may request additional guidance as needed to insure correct execution of any self-repair. The Customer bears all risk and liability associated with conducting any self-repair of the Equipment.
5. If the Customer does not feel comfortable proceeding with self-repair, the Customer may decline self-repair and request that the Seller provide on-site repair services. The Customer will bear all costs and expenses associated with any such on-site repairs after declining self-repair options and understands that such on-site repairs are not included in this Warranty and will be billed to the Customer prior to commencement of any such on-site repairs.

ii. If the Customer declined self-repair, the issue cannot be resolved with self-repair, or the Customer has made 3 unsuccessful self-repair attempts, the Seller will discuss on-site or factory repairs. The Customer will be responsible for all costs of on-site or factory repairs, and the Seller will provide an estimate of such costs prior to such services being undertaken.

6. <u>Returns</u>

a. During the Warranty Period, if the Customer and the Seller mutually agree that the Equipment is defective and beyond the scope of self-repair, the Customer must obtain a Return Material Authorization ("RMA") number from the Seller prior to shipment of such Equipment back to the Seller. The RMA number must appear on all packages returned to the Seller and be referred to in all related correspondence.
b. Return shipment of the Equipment for which damages are claimed shall initially be at the Customer's expense (which shall be credited to the Customer if and to the extent that the returned Equipment is found to be defective by the Seller's inspection), and such Equipment shall not be returned, repaired, or discarded without the RMA number obtained from the Seller.
c. The Seller will inspect the returned Equipment and make a final determination as to whether the returned Equipment is defective, and any adjustment is due. If the inspection shows that the Equipment is defective and covered by this Warranty, the Customer's exclusive remedy against the Seller, and the Seller's sole obligation, for any and all claims (whether for breach of warranty, breach of contract, tort (including negligence and strict liability) or otherwise) shall be limited to repairing, or, at Seller's option, replacing the defective Equipment or refunding the purchase price that the Customer paid to the Seller for such defective Equipment.
d. If the Seller reasonably determines that the Customer's return was improper, the Customer shall be responsible for all expenses caused by the improper return of the Equipment.