

LIMITED WARRANTY POLICY – 12 MONTHS

Effective date: 1 January 2026
(doc. ref. MXY-S-SM003.R1)

Minox warrants to the Customer that all new Minox valves and equipment (the “Products”) shall meet the technical specifications set out in Minox’s proposal in all material respects and shall be free from defects in material and workmanship for a period of twelve (12) months from the date of initial delivery of the Products, unless otherwise mutually agreed in writing.

For all repairs, replacement parts, and services, Minox warrants that such items shall meet the applicable technical specifications in all material respects and shall be free from defects in material and workmanship for a period of ninety (90) days from the date of initial delivery of the parts or from the date of completion of the repair or service, unless otherwise specified in writing.

During the applicable warranty period, Minox shall, at its sole discretion, repair, replace, or refund the purchase price of any Products proven to be defective. This remedy shall constitute the Customer’s sole and exclusive remedy for any breach of warranty.

The Customer must notify Minox in writing of any claimed defect promptly upon discovery and, in any event, within the applicable warranty period. Minox reserves the right to inspect the Products or request their return prior to approving any warranty claim. If a warranty claim is made and no defect is found upon inspection, the Customer shall reimburse Minox for all reasonable costs incurred in connection with the investigation of the alleged defect.

The warranty does not apply to ordinary wear and tear, erosion, or corrosion, and shall be null and void if the Products are used for any unintended purpose, misused, abused, improperly stored, installed, maintained, repaired, or operated other than in accordance with Minox’s instructions (if any), or subjected to abnormal or excessive operating conditions.

Minox shall not be liable for any indirect, incidental, consequential, or special damages, including but not limited to loss of profit, loss of production, or downtime costs. Minox’s total liability under this warranty shall not exceed the original purchase price of the Products.

Minox reserves the right to modify or amend this Warranty Policy at any time without prior notice. The applicable warranty shall be the version effective at the time of purchase.

For warranty claims or inquiries, please contact your Minox sales representative or email info_mas@minox.biz.

MST Stainless Steel Sdn. Bhd. [200401007475 (645979-K)] (A Wholly-Owned Subsidiary of Minox International Group Berhad)

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