

Products EU After-Sales Service Policy

1. Limited Warranty Eligibility

- 1.1. The service request must be submitted to Navimow within the above-mentioned limited warranty period.
- 1.2. The product must be purchased from Navimow official channels or an authorized dealer.
- 1.3. A valid original proof of purchase must be provided.
- 1.4. The product serial number must be clearly legible, unobstructed, unaltered, or unmodified.
- 1.5. All anti-tamper seals must remain intact, correctly positioned, and unmodified.

2. Limited Warranty Exclusions

- 2.1. Abuse, misuse, recklessness, negligence, or commercial use.
- 2.2. Improper charging, storage, maintenance, or operation of the Product not in compliance with instructions or limitations as provided in the user materials.
- 2.3. Use of the Product not in compliance with applicable laws and regulations.
- 2.4. Use of the Product by persons with inadequate experience.
- 2.5. Collision, fire damage, water damage, chemical damage, use of the Product outside of the Product's working temperature range, high-pressure water spray, earthquake, dropping, loading with excessive weight.

- 2.6. Modifications to mechanical parts, modification of electronic parts, or modifications to software embedded in the Product.
- 2.7. Service, repair, and maintenance by unauthorized providers.
- 2.8. Cosmetic damages.
- 2.9. Use of the Product with third party product, component, or accessory.
- 2.10. The normal deterioration of wear and tear parts.
- 2.11. Use of the Product with overdue wear and tear parts.