

TWINO ROASTERY TECH™
COFFEE ROASTING EQUIPMENT LIMITED WARRANTY

Twino Roastery Tech™ coffee roasting equipment is intended for commercial use by trained and experienced professional operators. Installation is to be completed by trade professionals, Equipment owners are solely responsible for verifying the proper installation, operation and maintenance guidelines and instructions, complying with all laws and regulations for installation and operation, as well as all industry standard safety practices pertaining to commercial production equipment, commercial coffee roasting activities and commercial coffee roasting equipment

Twino Roastery Tech™ warrants, to the original purchaser ("Customer"), that "Fabricated Assemblies & Components" of new coffee roasting equipment ("equipment"), will be free from defects in workmanship and materials, under normal and proper use and maintenance, for a period of two (2) years from the date of delivery. 'Electrical Assemblies & Components such as motors, switches, relays, ignition modules, data sending units, etc. are warranted to be free from defect for a period of one (1) year from the date of delivery. This warranty is limited to repair or replacement of defective parts within the warranty period. Mill City may require that defective parts be returned for inspection and failure analysis. Customer is responsible for on-site diagnostic, shipping, repair, installation, labour, or travel expenses

Our warranty does not apply to any failure or malfunctioning of equipment, or any of its component or assembly that has been in Twino Roastery Tech™ judgement, affected by negligence; misuse, abuse; neglect; alteration to equipment or control parameters not authorized by Twino Roastery Tech™; improper installation or operation; lack of or improper maintenance, repair or cleaning, or use of equipment other than for its intended purpose; missing or altered serial nameplates; damage resulting from accidents, natural disasters or criminal activities.

In addition, our warranty does not apply to shipping damage; aesthetic or cosmetic damage or defect; defect or wear not affecting operation; normal wear and tear, or parts or items subject to normal wear and use such as gaskets and seals.

To be evaluated for warranty coverage, Customer must first notify Twino Roastery Tech™ of any potential defect prior to the expiration of the Warranty Period via telephone or e-mail so that Twino Roastery Tech™ may provide remote (via email, telephone or video chat service) diagnostics and technical evaluation and support.

If pursuant to the diagnostic and technical evaluation and support, Twino Roastery Tech™ determines in its sole discretion that the equipment contains a defect in workmanship or materials, Twino Roastery Tech™ will provide any replacement parts it deems necessary to repair the defect. Twino Roastery Tech™ will pay for shipping the replacement parts to the Customer via standard shipping for the first 14 days of the Warranty period, after which the Customer is solely responsible for all shipping expenses.

If remote evaluation and support is not able to determine whether the equipment is defective, or the Customer is unable for whatever reason to complete any repair work recommended by Twino Roastery Tech™, Twino Roastery Tech™ may allow the Customer to return the equipment or affected component to Twino Roastery Tech™ for evaluation or repair. However, the Customer is solely responsible for all shipping expenses related to delivery and return of the equipment or component for the remainder of the Warranty Period.

All defective parts, components and assemblies of the equipment become the property of Twino Roastery Tech™. Twino Roastery Tech™, at its sole option and expense, may request the return of any alleged defective parts, components or assemblies to Twino Roastery Tech™ before the shipment of replacement parts. Except as stated in the above warranty, Twino Roastery Tech™ shall not be liable for any other repair, replacement or installation expenses, or any other expenses incurred by Customer as a result of any alleged or proved defect. Twino Roastery Tech™ shall not be liable for any special incidental or consequential damages or losses of any kind, including but not limited to lost profits, lost sales, loss of use of equipment, customer claims, cost of down time.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IS IN LIEU OF ANY OTHER WARRANTY, WRITTEN OR ORAL, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

The foregoing warranty shall be governed by and construed in accordance with the laws of the Republic of Turkey.