



LIMITED WARRANTY STATEMENT

First of all, thank you for your purchase and partnership!

Bestware is a premier solution provider of commercial sparkling water dispensers in China, offering one-stop service covering design, production, installation, and after-sales support.

When purchasing commercial sparkling water dispensers, we understand that even the highest-quality products may occasionally encounter technical issues or customer complaints. Though the likelihood of malfunction is extremely low, we hope you are willing to work with us should any issue arise. Please rest assured that we would never intentionally offer a defective product; on the contrary, we hold exceptionally high expectations for the quality of every product we deliver. Any defect not only requires additional time in after-sales handling, but also results in financial compensation and potential impact on our brand reputation—results we are determined to avoid.

Therefore, if you unfortunately encounter any issue during use, we sincerely ask for your patience and the opportunity to resolve the matter for you. With genuine commitment and efficient action, we will do everything we can to remedy the situation until you are fully satisfied. Your trust and support are the driving force that keeps us moving forward. Thank you for your understanding and cooperation.

LIMITED WARRANTY

Bestware Hardware Production Co., Ltd. (hereinafter "Bestware China") is honored to offer the following exclusive limited warranty. During the warranty period, Bestware China is committed to providing reasonable full-unit warranty and technical support services based on the actual situation, with the goal of ensuring a premium customer experience.

Please note that customers are responsible for all shipping costs related to warranty services. Bestware China reserves the right, based on its professional judgment as the manufacturer, to make the final determination and interpretation of warranty terms and their application.

WARRANTY ELIGIBILITY

This warranty is exclusively available to the original purchaser (B2B customers) and is non-transferable.

WARRANTY PERIOD

PRODUCT SERIES	PARTS	WARRANTY PERIOD (MONTHS)
Commercial Sparkling Water Dispenser Note: This warranty applies only when the dispenser is used with an RO filtration system.	Tap Body	18 Months Free Replacement
	Chilling Unit	18 Months Free Replacement
	Heating Unit	18 Months Free Replacement
	Filter Cartridge	Customer's Replacement

WARRANTY CLAIM PROCESS

To request warranty service, please follow the steps below:

1. Contact Bestware China: Bestware Hardware Production Company Ltd.

Email: business@bestware-stainless.com | after-sales@bestware-stainless.com

2. Include the following necessary information in your email:

- Purchase (contract signing) date and installation date
- A copy of the original invoice (CI) with the purchase date
- Photos/videos of the defective parts and a description of the issue
- Provide product model number and description

IMPORTANT NOTICE

This product must be connected to filtered water only (recommended TDS value below 50). The following conditions are not covered under warranty:

- Yellowish water caused by sediment, sand, or impurities in the water source
- Malfunctions or irregularities caused by clogged impurities in the water source
- No water output or reduced chilling/heating performance due to limescale
- Malfunctions or irregularities in the chilling or heating unit caused by limescale
- Any other operational issues or malfunctions resulting from limescale buildup

EXCLUSIONS FROM WARRANTY

1. Damage Caused by Human Error or Misuse :

- Physical damage from collisions, drops, or crushing during transportation or installation.
- Malfunctions due to unauthorized modifications or the use of non-original parts.
- Improper installation or use not in accordance with the instruction manual.
- Damage caused by abnormal voltage (e.g., voltage instability) or improper power supply (e.g., no grounding).
- Malfunctions due to unsuitable environmental conditions (e.g., excessively high/low temperatures, high humidity, direct sunlight exposure, poor ventilation).
- Clogging or damage caused by poor water quality.
- Malfunctions caused by liquid or foreign objects entering non-designated internal areas of the product.
- Damage caused by insects, rodents, or pets.
- Corrosion, discoloration, or deformation caused by improper cleaning (e.g., strong acids or strong alkalis).

2. Force Majeure Events:

- Natural disasters such as fire, flooding (including water damage from burst pipes), earthquakes, lightning strikes, typhoons, etc.
- Accidental events such as transport damage, war, riots, theft, or governmental actions.
- Interruptions or abnormalities in public utilities, including power, water, and gas supply, resulting in loss or equipment malfunction.

3. Damage to Appearance Components or Normal Wear and Tear:

- Conditions such as natural aging of plastic parts or worn labels not affecting functionality are generally not covered under the warranty.
- Minor scratches, dents, or discoloration occurring during transportation or use that do not affect functionality are typically not covered.
- Reasonable performance changes over time—such as slight decreases in cooling efficiency or slight increases in operating noise—are considered normal wear and tear and are not covered under the warranty, provided that they remain within reasonable limits.

4. Expired Warranty Period:

- Warranty services are only provided within the specified warranty period.

5. Failure to Provide Valid Proof of Purchase:

- Inability to present a valid purchase invoice, receipt, or record to confirm the date of purchase.
- The product serial number label is torn, altered, or illegible (generally considered grounds for loss of warranty).

6. Unauthorized Repairs:

- During the warranty period, any repair conducted by an unauthorized party or performed without official approval from the brand may void the warranty.

Authorized Signature:

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