



Product Warranty

At Nexmatix, we believe things should be intelligently simple. That belief is reflected in our warranty, too. No fancy legalese and no fine print - just one page of common sense.

Nexmatix promises our products will be built well and will perform so that they meet or exceed industry standards for similar products.

If one of our products fails to perform as you expected, we want to hear about it. Please let us know what's going on by emailing sales@nexmatix.com or calling us at (314) 366-4800. Tell us as much detail as you can about the problem, and let us know how a live person can contact you.

Depending on the nature of your problem, we may decide to do one or more of the following:

- 1) We may help you solve your problem over the phone.
- 2) We may ask you to send the problematic product back to us so we can take a look at it.
- 3) We may send you a replacement product to get you back up and running.
- 4) We may refund your purchase cost.

Here's what we can't do:

- 1) We can't give you more money back than you paid for the original Nexmatix product.
- 2) We can't be responsible for losses you might incur (such as the cost of your machines being inoperable) that are in addition to the cost you paid for the original Nexmatix product. We can't possibly know everything you're doing with our products, so the responsibility of extra losses, beyond the purchase price, has to be yours. Please use our products accordingly.
- 3) We can't do replacements or refunds on products that are older than a year from their ship-date when they left our factory, or on products that have exceeded 20 million cycles of operation. If the product that's troubling you has a scannable QR code or serial number, we can tell you its age.
- 4) We can't give additional warranties. **This warranty is our only warranty. We disclaim any other warranty, statutory, express or implied, including any implied warranty of merchantability or fitness for a particular purpose.** (Yeah, our attorney did insist on that part, and he did tell us to bold-font it – he says it is important to make it really stand out so you will read it).

We need you to do the following, or we may not be able to help:

- 1) You need to treat our products in a commercially reasonable way, including using them in accordance with their specifications. That means we can't be responsible if you disassemble them, damage them accidentally or purposely (ouch!), or use them in a way that they weren't intended to be used.
- 2) Please double-check how you power up our products that have electronics inside. Like any electronic device, our products don't enjoy being wired or powered wrong.
- 3) Please don't add lubricants to our pneumatic products – many of our products are prelubricated and they don't play nicely with third-party lubricants. Just leave them be!
- 4) Do keep your pressurized air clean and dry. Our pneumatic products work best when they have a reliable supply of low-moisture filtered air. High moisture and dirty particulates can cause trouble in most pneumatic devices.
- 5) Please don't try to disassemble any Nexmatix products that are serialized (these are the ones with a serial number and a scannable QR code). We'd much prefer you send the product back to us intact, so we can diagnose it "as-is", just as it was when you noticed it had a problem. If you take it apart, we may not know how it looked originally, and properly diagnosing problems is an important part of our mission to continually improve the products we sell to you. Thanks for helping us!

Bottom line (and it truly is the last line of our warranty), we want happy customers, and we'll do everything reasonably in our power to make you happy and keep you happy.