

Product Warranty

Broomx MK1 y MK2

Date: 21-01-2026

1. Who provides this Guarantee?

This limited consumer warranty (the "**Warranty**") is granted by **Broomx Technologies** (hereinafter, «**Broomx**», "us" or "our").

2. Who is this Guarantee for?

This Warranty applies exclusively to the **end consumer** that has purchased a new product **Broomx MK1 or MK2** either directly to Broomx or through a **distributor or authorized seller** (hereinafter, "You").

The Warranty:

- Is not assignable or transferable.
- Does not apply to second-hand products.
- Is not valid for products purchased from unauthorized third parties.

3. What does this Warranty cover?

This Warranty gives you specific legal rights, without prejudice to any other rights you may have under applicable law in your jurisdiction.

Nothing in this Warranty limits or excludes the rights recognized by consumer protection regulations, including, where applicable, national legislation transposing the **European Directive 1999/44/EC** or regulations that replace it.

4. Duration of coverage

The Warranty covers the Product for a period of:

- **One (1) year** from the date of purchase or shipment of the Product, whichever is later.
- **Two (2) years** if the Product was purchased within the **European Union**, in accordance with current legislation.

This period is called the "**Warranty Period**".

5. What will Broomx do in case of a defect?

If during the Warranty Period the Product presents a **manufacturing defect or malfunction**, Broomx, at its **complete discretion**, will be able to:

- Repair the Product;
- Replace it with a new or equivalent refurbished product; or
- Update the software needed to restore the **guaranteed functionality**.

If none of the above options are reasonably suitable, Broomx may **refund the price actually paid** for the Product.

6. Procedure for requesting the Warranty

To initiate a warranty claim, you must:

1. Contact Broomx through:
2. www.broomx.com
3. support@broomx.com
4. Provide the requested information.

If it becomes necessary to send the Product to Broomx:

- You will initially assume the **shipping costs**, attaching the purchase receipt.
- By sending the Product, you authorize the **temporary transfer of possession** to Broomx.

Once received, Broomx will assess whether the defect is covered by this Warranty. If so:

- Broomx will repair or replace the Product.
- Broomx will assume **only the return shipping costs**.

Return of the original product is not guaranteed. Replaced products may not retain previous files, settings, or content. Any repair or replacement will be covered for the remaining period of the original warranty or for **ninety (90) days**, whichever is longer.

7. Warranty Exclusions

This Warranty **does not cover**, among others:

1. Normal wear and tear from use.
2. Damage caused by misuse, negligence, accident or abuse.
3. Exposure to liquids, dust, smoke, extreme temperatures or humidity.
4. Unauthorized repairs, modifications or tampering.
5. Use with incompatible third-party equipment, accessories, or software.
6. Use contrary to the official product documentation.
7. Used products, resold or acquired from unauthorized distributors.
8. Products that are not from the Broomx brand.
9. Use of the Product in violation of applicable laws or regulations.
10. Damage resulting from installations or environments that exceed the technical specifications of the Product.

Any attempt at unauthorized disassembly **will automatically void this Warranty**.

8. Software, data and technical limitations

This Warranty does not cover:

- Uninterrupted or error-free operation.
- Permanent availability of software, firmware or online services.
- Security or integrity of stored data.

Loss of files or data is not covered. The user is responsible for creating backups. Costs arising from data recovery, reinstallation, or deletion are excluded.

9. Limitation of liability

To the fullest extent permitted by law:

- **Broomx will not be responsible** for indirect, incidental, special or consequential damages, including loss of profits, loss of use, business interruption or replacement of equipment.
- This limitation applies regardless of the legal basis of the claim.

In no event shall Broomx's total liability arising from this Warranty be waived **will exceed the price paid for the Product.**

10. Final provisions

Except as expressly stated herein, Broomx makes no other express or implied warranties, statutory or otherwise, with respect to the Product, associated software or online services.

This Warranty shall be interpreted in accordance with the applicable legislation of the place of purchase of the Product.