



MEMO INTERNATIONAL LTD

Extended Warranty Terms for Subscription Customers (15-Year Warranty)

Issued by MEMO International Ltd.

1. Scope and Purpose

1.1 These Extended Warranty Terms apply to MEMO hardware and components purchased together with, or subsequently linked to, an active MEMO subscription plan.

1.2 The purpose of this document is to define the extended warranty coverage of up to fifteen (15) years granted exclusively to customers maintaining an uninterrupted subscription.

1.3 All conditions herein apply **in addition** to MEMO's [General Return Material Terms and Conditions](#), and [General Terms of Delivery](#). In case of conflict, these Extended Warranty Terms prevail solely with respect to warranty duration for subscription customers.

2. Extended Warranty Duration

2.1 MEMO grants a standard product warranty of twelve (12) months from the date of dispatch against manufacturing defects.

2.2 For customers holding a valid subscription, **the factory warranty is automatically extended by the duration of the subscription**, *provided that the subscription is continued without interruption*.

2.3 The extended warranty period is capped at a maximum of **fifteen (15) years** from the date of original dispatch.

2.4 If the subscription expires, is cancelled, or is interrupted for any reason, the extended warranty ends immediately, and only the original 12-month warranty applies.

3. Eligibility Requirements

3.1 Extended warranty coverage applies only to:

- Products purchased directly from MEMO or authorized partners.
- Products correctly installed, operated, and maintained according to MEMO documentation.
- Customers whose subscription has remained active and uninterrupted since initial purchase or activation.

3.2 For warranty claims under the extended warranty, MEMO will verify the subscription status through its internal systems. Customers may be asked to confirm relevant account or subscription details needed to complete this verification.

3.3 The extended warranty is **non-transferable** unless otherwise agreed in writing by MEMO.

4. Warranty Coverage

4.1 During the extended warranty period, MEMO will, at its discretion:



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- Repair the defective product,
- Replace the defective product with an equivalent item, or
- Credit the invoiced value of an advance replacement part,

as outlined in the [RMA procedures](#).

4.2 Warranty covers manufacturing defects only. Issues resulting from incorrect installation, misapplication, misuse, external influences, or wear and tear are excluded, consistent with the [General Terms of Delivery](#).

4.3 Replacement parts supplied under warranty continue under the original warranty duration and do not restart or extend the warranty period.

5. Warranty Exclusions

The extended warranty does **not** cover:

5.1 Damage due to incorrect installation, improper handling, unauthorized modifications, or operation outside MEMO guidelines.

5.2 Consumable items or components subject to natural wear.

5.3 Damage caused by external or environmental factors (e.g., electrical surges, moisture, chemicals, mechanical impacts).

5.4 Failures caused by third-party accessories, systems, or improper integration.

5.5 Any indirect or ancillary customer costs, including but not limited to:

- Travel, labour, installation or uninstallation costs,
- Site access, dismantling, or logistics,
- Losses from theft,
- Customer penalties or third-party claims,

as defined in the [RMA Liability and Exclusions section](#).

6. Extended Warranty Procedure

6.1 All extended warranty claims must follow MEMO's standard RMA process, including:

- Submission of a completed RMA form,
- Providing a detailed failure description,
- Shipment of the defective item to MEMO at the customer's expense,

as outlined in the [Warranty Procedures](#).

6.2 MEMO will analyze the defective material and issue an RMA report.

If a manufacturing defect is confirmed, MEMO will repair, replace, or credit the product accordingly.

6.3 If the defect is outside warranty coverage, MEMO will inform the customer and offer repair or disposal options at chargeable rates.



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7. Continuity of Subscription

7.1 The extended warranty remains valid only while the subscription is active and uninterrupted.

7.2 Any lapse in subscription immediately ends extended warranty eligibility.

7.3 Resuming or reactivating a subscription does not reinstate lapsed warranty coverage.

8. Limitation of Liability

8.1 MEMO is not liable for indirect, incidental, or consequential damages, including loss of profits, economic loss, or claims from third parties, consistent with the General Terms of Delivery .

8.2 MEMO's liability is strictly limited to the repair or replacement of the defective product.

9. Governing Law and Jurisdiction

These Extended Warranty Terms are governed by Maltese law.

Any disputes shall fall under the exclusive jurisdiction of the competent court at MEMO's registered office.

10. Revision and Publication

These terms may be updated periodically.

The version published on the MEMO website at the time of submission of a warranty claim will apply.