COMMERCIAL BUYER CERTIFICATE

Smart Toilet Warranty Certificate

Samiyah Sanitaryware warrants the components listed below against defects in materials and workmanship under normal use, when installed and maintained according to the manual for the model supplied.

Component coverage

Ceramic toilet body	**5 years**
Electronic mainboard and control system	**2 years**
Heating, washing and flushing systems	**2 years**
Remote control, sensors and other supplied accessories	**1 year**

Coverage starts on the date specified in the confirmed sales agreement or warranty schedule. Record that date below. Repair or replacement does not restart the original period unless agreed in writing or required by law.

Product and purchase record

Product model

Serial number (if available)

Invoice / order number

Customer / distributor

Purchase date (YYYY-MM-DD)

Warranty start date (YYYY-MM-DD)

Supplier authorization

Authorized signature

Company stamp

Date of issue (YYYY-MM-DD)

Warranty terms and claims

How to make a claim

Contact Samiyah with the model, invoice or order number, serial number if available, and a description of the fault. Attach photos or a video showing the issue. Samiyah may request tests or inspection. Obtain written instructions before returning goods or commissioning chargeable work.

Remedies and B2B service costs

Once Samiyah confirms a covered manufacturing defect, it will supply the necessary replacement parts free of charge. Samiyah may provide technical guidance, arrange product replacement where appropriate, or agree another remedy in writing with the buyer.

Free parts do not include overseas labor, travel or site visits, removal or reinstallation, return or outbound freight, customs duties, taxes or clearance fees. The sales agreement governs these costs. If it is silent, agree in writing who will pay before incurring the expense. Samiyah does not automatically reimburse third-party charges.

Exclusions and maintenance

Follow the model instructions for installation, voltage, grounding, water pressure, cleaning and maintenance. Coverage excludes damage caused by incorrect installation, misuse, impact, improper storage, power surges, unsuitable water supply, scale buildup, neglected maintenance, unauthorized repairs or modifications, or external events such as fire or flooding.

Normal wear, cosmetic deterioration from use, and routine replacement of consumables such as batteries or filters are excluded. These exclusions apply to the affected damage or item.

Order terms and applicable law

Specific written order terms take precedence, including OEM/ODM arrangements for coverage, spare parts and local service. Additional service or compensation commitments require written agreement. This certificate preserves all rights and remedies that applicable law does not permit the parties to exclude.

AFTER-SALES CONTACT
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