

## Important note regarding repair Ticket

\*Please make sure the number of items / item types returned, matches the Repair Ticket

\*We will repair, or based on our sole discretion, replace a defective product with an identical or similar (e.g. newer) version of the product, unless the defective product is a result of warranty limitations.

\***We only accept a complete miner, power supply or router. Please only send single parts like fans, controllers or hashboards with our permission.**

\***This service is free of charges if warranty is valid and you purchased your product directly from our website [www.antminerdistribution.com](http://www.antminerdistribution.com). If the warranty has expired you will receive a quote. If you purchased your product via [www.bitmain.com](http://www.bitmain.com) and warranty is still valid we advise you to create a repair ticket via [www.bitmain.com](http://www.bitmain.com)**

\*Please ensure all the Hashboards have the same SN Tag (serial number). Customers will need to bear the additional costs and delays in repair resulted from mixing hashboards from different miners.

\*To avoid damages during the shipping process, please pack the Antminers separately. Please pack with great care. You may use the original packing box if available. Improper packing may result in additional costs and significant delay in repair. You will need to bear all costs associated with improper packing.

\*Please enter the full correct address and contact person information in your Repair Ticket.

\*We will complete the maintenance and/or repair of the defective product in the process of dismantling and diagnosing the product; you agree to the terms of this Out of warranty repair, which means that you understand that we cannot suspend repair process, and you will agree to the repair fee stated in the quotation. Antminer Distribution Europe BV will not return the defective product to you if you decided not pay the repair fee.

\*Antminer Distribution Europe BV strives to serve the customers truthfully and dutifully, and quote the repair fee as reasonably and accurately as possible. You shall pay the repair fee within 7 days upon receiving quotation of the repair fee, and we will ship the repaired or replaced product after receiving the full required fee.

\*The costs of returning of the product to our repair site shall be borne by you. If the product is returned uninsured, you assume all risks of loss or damage during shipment. We shall not be responsible for any loss due to delivery service of the carriers. Leading international carriers are highly recommended. Using sea freight to deliver defective product is not allowed as the Antminers are susceptible to moisture damage.

\*Antminer Distribution Europe BV does not compensate the downtime during the repair process, or downtime resulting from Customs or shipping delays.

\*If the hash board/PSU is burnt, oxidized, broken or the PIN on it has fallen off, it will be [scrapped](#) and cannot be fixed. Please do not return it anymore.

\*If the customer removes/replaces any components especially hash boards without first receiving permission from Antminer Distribution Europe BV, for technical reasons the miner/hash board cannot be repaired. All the hash boards in the same miner must have the same serial numbers.

\*The costs of returning defective products to our repair site, inclusive of any/all custom clearance fees, shall be borne by you. If the defective products are returned uninsured, you are assuming all risks associated during transport. We will not be liable of any losses or damages

## Preparing Shipment

If you bought your product directly from our shop and you have technical problems please follow these steps:

- Please report your technical problem at [repairs@antminerdistribution.com](mailto:repairs@antminerdistribution.com)
- Please refer to your invoice number.

By our approval you can send your faulty miner or faulty part to:

**Antminer Distribution Europe BV/ repairs**

**Lijndonk 4**

**4825 BG Breda**

**The Netherlands**

**Email: [repairs@antminerdistribution.com](mailto:repairs@antminerdistribution.com)**

- **Please include a copy of your invoice in the box.**
- Please send us the tracking number as soon as you can.

### **NOTE:**

**We only provide this service for customers who bought their products directly from our webshop.**

\*Pack the parts carefully. Shipment damage will void the warranty. If PINs are damaged on the hash board, we cannot repair or replace the board and

you will need to make a claim with your shipper.

\*We will not accept "Freight Collect", the packages will be sent back to the sender if you use it. Per the terms of our warranty coverage you need to pay for the shipment to us. You will also need to pay for the return shipment once the repair is complete.

\*The costs incurred in connection with the returning of the product, part, or component to our service processing facility shall be carried by the product owner. We shall not be responsible for any loss due to delivery service of the carriers. Leading international carriers are highly recommended.

\*Antminer Distribution Europe BV does not provide compensation for down time during the repair process, or down time resulting from Customs or shipping delays.

\*Please do NOT ship products of a company other than Bitmain. Packages containing products of other companies will be returned to the sender or discarded.

\*We are not able to send more than 60 miners to the same customer one day, please do not ship more than 60 miners together to avoid delay in shipment.

\*Please ensure all the Hashboards have the same SN Tag (serial number). Customers will need to bear the additional costs and delays in repair resulted from mixing hashboards from different miners.

\*Please exercise extreme caution to pack the Antminers separately so as to avoid potential damages during shipment. You may use the original packing box if available.

## **If you did not buy your product directly from our shop please follow these instructions:**

Please log in to your BITMAIN account (or create one) and create a ticket: <https://service.bitmain.com/repair/create>

Please follow the instructions:

- Please prepare your faulty parts/miner for return and pack it well and protected.
- Please log in to your BITMAIN account (or create one) and create the ticket: <https://service.bitmain.com/repair/create>
- Print and Insert in the box the repair ticket
- Declare item value within €55,- and describe the product as a "Warranty part" "Repair" on the waybill; Otherwise you will be liable for the additional customs clearance fees incurred.

- Use DHL express, UPS, Fedex or any other express courier. Don't use local post office because all packages will be rejected by customs in that case.

### Repair Center Address

Company Name: Hainan haoshengxin Technology Service Co.,Ltd

Recipient's Name: Mr. Wealth Wu

Phone: 0086-0898 67686189

Address: RM16, 6/F, Block A, Po Lung Centre, 11 Wang Chiu Road, Hainan Bonded Zone, Kowloon Bay, Kowloon Hong Kong

