



MPS Mayorista DE Colombia SA 2023

Statement

Company name: MPS MAYORISTA DE COLOMBIA S.A.

Product model: LUMI Series

Buyer type: Institution

The battery of the LUMI Series laptop is a non-removable battery, and we will provide you with a battery replacement service through a professional service provider. Our company will provide free repair and replacement service for LUMI Series laptop batteries within 1 year, and we will provide paid repair service when you need to repair and replace the battery when you purchase products that are more than 1 year old and less than 3 years old. If you have a battery that needs to be repaired or replaced, please mail your LUMI Series to the address below and we will arrange for a professional technician to replace it for you. You can also obtain the replacement repair address for the spare parts through the links on the website below :

https://recursos.mps.com.co:9236/Archivos/COIN/4.4.2.4%20Battery%20repair%20and%20replacement%20instructions/Battery%20Repair%20Replacement%20Instructions_Declaration.pdf

You can get battery repair and replacement services by following these steps:

Step 1: Request a pickup via email

Please send an email request for pickup to our partner at : soportegarantias@mps.com.co; serviciogarantia@mps.com.co . Our partner will request more information in order to process your request.

Step 2: Delete the data

If our partner confirms that your LUMI Series needs to be recycled, repaired or replaced, please delete the data on your laptop.

Step 3: Packing the equipment

Pack the device and attach the shipping label. Note: MPS does not provide packaging materials. Please wrap fragile materials separately so that they do not collide with each other. Up to 20 kg per carton is recycled. Seal the carton with tape. Remove the original address/shipping label from the outside of the carton. Write "MPS Battery Repair" clearly on the outside of the carton in large letters

Step 4: Deliver to the courier company

Contact the courier company to come to your home and hand over your packed LUMI Series to the recipient and we will repair your laptop battery as soon as possible after receiving the delivery.

MPS will provide you with battery replacement and repair services in strict accordance with EPEAT Clause 4.4.2.4 and IEEE 1680.1 2018 through the following service providers.

Mailing address:

Principal Medellín

El Poblado

Cll. 23 # 43A - 120

(604) 3549150 - (604) 4755740

Cali

Centro Comercial Pasarela

Av. 5A Norte # 23 DN – 66 / 68 Locales 2-103 , 2-104 , 2-105

(602) 667 7174 - (602) 667 9098

If you have any questions, please contact us.

Signature/Seal:

Name:

Position/Contact Information:

Date: 2023/12/26