



HASHMAX GUIDELINES

# **AFTER-SALE SERVICE**

*SERVICE PROVIDED AFTER A CUSTOMER HAS PURCHASED A PRODUCT*

# 1. For Miner Purchase

- 1) You will have to sign up before you can purchase mining hardware on our website.
- 2) All our products are strictly tested and this entire process is clearly videotaped before they are shipped out.  
Therefore, no cancellation, refunds or replacements of items will be granted once the order is completed unless the item(s) is out of stock.
- 3) After your spot order is paid and confirmed, we will ship out your item(s) within 1 to 5 working days and insure your item(s) against risks such as visible damage, theft and accidents.
- 4) We will notify you of the tracking number of your shipped item(s) and follow up the shipment status for you.
- 5) Before you receive your item(s), we will send you a purchase notice and a manual to help you with your mining hardware installation.
- 6) If any damage, defect or loose heat sink is noticed, or there is any technical problem you cannot deal with, please contact us and send us the video or picture of the item(s) immediately at [support@hashmax.org](mailto:support@hashmax.org)

7) Though we do not provide any warranty for the products, all our brand-new mining hardware is warranted by the official manufacturers. If your product purchased from us is defective and still under warranty, you can submit a repair ticket on the manufacturer's website. Please note that Bitmain's repair centers are located in the Netherlands, Chinese mainland and Hong Kong, China. If you want to send your defective mining hardware to one of the Bitmain repair centers, we will help create a repair ticket on Bitmain's site. At the same time, you need to provide us with information about the problem of your mining hardware, the courier, the tracking number, your shipping address, etcetera and be responsible for the shipping fees.

## 2. For Miner Hosting

- 1) You will have to sign up before you can choose the hosting service on our website.
- 2) For spot orders, mining hardware will be set up and put online at our facilities within 1 to 5 working days after they are shipped out. For future batches, they will be set up and put online within 48 hours after we receive them.
- 3) We have professional tech teams standby in our facilities, offering 24/7 expert support to the operation of your mining hardware including installation, ongoing monitoring, troubleshooting, daily maintenance and basic repair. We guarantee uninterrupted Internet connection and stable operation of servers.

- 4) You can check the real-time information status of your mining hardware, total mining profits, hosting contract as well as monthly electricity bills in your mining dashboard.
- 5) If your mining hardware is found with any technical problem, our tech team will try to offer basic repair at no cost. If the mining hardware is still unstable/broken, however, we will notify you of the problem and quotations through email and ask whether to proceed with repair through a manufacturer's official repair center.
- 6) We understand that cryptocurrency is a volatile market hence we could be flexible under specific conditions. If bitcoin price crashes, you may request to turn off your mining hardware. In such a situation, we will turn off the mining hardware and give 7 days for you to decide whether to continue mining or move out the mining hardware. After 7 days, if you haven't decided and are still waiting for the market to recover, we will charge a spot fee (details shown on the contract).
- 7) After the hosting contract expires, you have three options to choose:
  - a) Renew the contract;
  - b) Resell your mining hardware;
  - c) Move out your mining hardware. We will help resell your mining hardware or ship it out to a place of your choice without charging any commission fee, and you will be responsible for the handling fee and shipping fee (receipts will be provided if needed).



**Please Feel Free To Contact Us If  
You Need Further Help.**



*Sales@hashmax.org*

HASHMAX