

TERMS OF USE AGREEMENT

General Conditions

This website is operated by Minereshop.com. Throughout the site, the terms “we”, “us” and “our” refer to Minereshop.com. Minereshop.com offers this website, including all information, tools and services available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

Please read these Terms of Service carefully before accessing or using our website. By accessing any part of the site, you agree to be bound by these Terms of Service. If you do not agree to all the terms and conditions of this agreement, then you may not access the website or use any services. If these Terms of Service are considered an offer, acceptance is expressly limited to these Terms of Service.

We reserve the right to refuse service to anyone for any reason at any time.

You agree not to reproduce, duplicate, copy, sell, resell or exploit any portion of the service, use of the service, or access to the service or any contact on the website through which the service is provided, without express written permission by us.

The headings used in this agreement are included for convenience only and will not limit or otherwise affect these Terms.

Limitation of liability

Unless otherwise required by law, in no event shall the owners of, or contributors to, the website be liable for any damages of any kind, including, but not limited to, loss of use, loss of profits, or loss of data arising out of or in any way connected with the use of the website.

Modifications to the service and prices.

Prices for our products are subject to change without notice.

We reserve the right at any time to modify or discontinue the Service (or any part or content thereof) without notice at any time.

We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of the Service.

Arbitration

The user of the Website agrees to arbitrate any dispute arising from or in connection with the Website or this disclaimer, except for disputes related to copyrights, logos, trademarks, trade names, trade secrets or patents.

Our Rights

We reserve the right to:

1. Modify or withdraw, temporarily or permanently, the website (or any part of) with or without notice to you and you confirm that we shall not be liable to you or any third party for any modification to or withdrawal of the website; and/or
2. change these Conditions from time to time, and your continued use of the website (or any part of) following such change shall be deemed to be your acceptance of such change. It is your responsibility to check regularly to determine whether the

Conditions have been changed. If you do not agree to any change to the Conditions, then you must immediately stop using the website.

3. Have the right to block access to the site or block specific users from viewing our site.
4. Refuse a refund of any product or service shipped or ordered on behalf of a client as the same arrangement is in place with our suppliers. Minereshop.com does not offer refunds, only warranty repairs/swap outs on faulty parts.

We will use our reasonable endeavours to maintain the website. The website is subject to change from time to time. You will not be eligible for any compensation because you cannot use any part of the website or because of a failure, suspension or withdrawal of all or part of the website due to circumstances beyond our control.

Accuracy of Billing Information

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by or under the same customer account, the same bank account, and/or orders that use the same billing and/or shipping address. If we make a change to or cancel an order, we may attempt to notify you by contacting the e-mail and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

You agree to provide current, complete and accurate purchase and account information for all purchases made at our store. You agree to promptly update your account and other information, including your email address and bank account details, so that we can complete your transactions and contact you as needed.

Third Party Links

To provide increased value to our Users, we may provide links to other websites or resources. You acknowledge and agree that we are not responsible for the availability of such external sites or resources, and do not endorse and are not responsible or liable, directly or indirectly, for the privacy practices or the content (including misrepresentative or defamatory content) of such websites, including (without limitation) any advertising, products or other materials or services on or available from such websites or resources, nor for any damage, loss or offence caused or alleged to be caused by, or in connection with, the use of or reliance on any such content, goods or services available on such external sites or resources.

Order processing

Order processing will not begin until we have received a confirmed order and full payment.

Minereshop.com reserves the right to change pricing at any time without prior notice.

Due to the volatility of cryptocurrency prices orders are valid only for a certain period.

Due to the high demand of miners please provide payment proof within 24hours of your order being placed. If we do not receive payment confirmation your order may no longer be valid. Please provide payment proof to: sales@minereshop.com

Payment Options and Pricing

Minereshop.coml endeavours to offer you the most competitive prices on current products; your total order price will include the price of the purchase plus any applicable sales tax and shipping charges (on the day of shipping).

Payment can be made by bank transfer or cryptocurrency. We cannot dispatch any products until the funds have cleared.

Minereshop.com reserves the right to change pricing at any time without prior notice.

Due to the volatility of cryptocurrency prices orders are valid only for a certain period.

Due to the high demand of miners please provide payment proof within 24 hours of your order being placed. Minereshop.com can only reserve a unit for a client once payment has been received, not when an order is placed online.

Once an order has been placed, please provide payment proof to: sales@minereshop.com

Bank Transfer – SEPA payment

Banking Details:

Bank Name: PAPAYA LTD

Bank Address: 31 SLIEMA ROAD, GZIRA GZR1637, MALTA

BIC/SWIFT: PAPYMTMT

IBAN: MT46PAPY36836000002656370000509

Account Name: PPS TRADING COMP LP

Account Address: Suite 7106, 6 Margaret Street, Newry, County Down, Northern Ireland, BT34 1DF

Cryptocurrency payment:

We accept payment by either Bitcoin, Litecoin, Ethereum and USDC.

If you want to use cryptocurrency payment, you have to select the cryptocurrency payment option in checkout. We will then send you an email containing invoice and also including payment link for Coinbase Commerce crypto payment. You can then pay with one of the cryptocurrency which we accept via this link. The cryptocurrency amount that corresponds to the total balance of your placed order will be using the exchange rate of that cryptocurrency to EUR in real time.

Antminer Repair Disclaimer

Minereshop.com is not liable or responsible for any decision taken by any of our products manufacturers to scrap or refuse repairs on a miner or its components. You the client

acknowledge that you fully understand the risks associated with this repair process and that Minereshop.com is 100% indemnified and cannot be liable for any loss or damage caused by any means whatsoever during the shipping or repair process.

The turn around time is dictated by each miners manufacturer and not Minereshop.com. We will communicate with you regarding the process.

The Costs associated with this transaction covers the following:

- Courier costs from the manufacturer to you the purchaser.
- Technical Report and analysis by a Minereshop.com Technician before sending the miner.
- Transaction Fees Charged by I-Pay and/or Virtual Card Services.
- SARS Repair & Return Directive
- Repair Ticket Process and follow-ups.
- Administration costs of the entire process.
- Testing of the returned machine with a Technical Report.
- Return of Miner to Customer

If a miner has been repaired and returned by any manufacturer to Minereshop.com or yourself and it was damaged during transit, we cannot be held liable and we will endeavour to persue a remedy with the manufacturer but the client may need to pay associated costs again of returning the miner for the second time. This is a risk and please ensure you understand this risk before concluding this transaction.

All repairs done if not paid for, will result in the items being discarded. Minereshop.com pays on your behalf and you do not pay for the repairs, Minereshop.com reserves the right to sell the entire unit to recover costs and Minereshop.com will not be held liable for damage or loss.

For all returns customers should make use of a courier service that offers:

1. Shipment tracking and;
2. ensures your package for safe return and declare the full value of the shipment, failing which loss or damage will be for your account.

User Comments and Feedback

If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.

We may, but have no obligation to, monitor, edit or remove content that we determine in our sole discretion are unlawful, offensive, threatening, libelous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms of Service.

You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or proprietary right. You further

agree that your comments will not contain libelous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation of the Service or any related website. You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.

Disclaimer of Warranties; Limitation of Liability

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free.

We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable.

You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall Minereshop.com, our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility. Because some states or jurisdictions do not allow the exclusion or the limitation of liability for consequential or incidental damages, in such states or jurisdictions, our liability shall be limited to the maximum extent permitted by law.

Monitoring

We have the right, but not the obligation, to monitor any activity and content associated with the Website. We may investigate any reported violation of these Conditions or complaints and take any action that we deem appropriate (which may include, but is not limited to, issuing warnings, suspending, terminating or attaching conditions to your access and/or removing any materials from the Website).

Updating of these Terms and Conditions

We reserve the right to change, modify, add to or remove from portions or the whole of these Terms and Conditions from time to time. Changes to these Terms and Conditions will become effective upon such changes being posted to this Website. It is the User's obligation to periodically check these Terms and Conditions on the Website for changes or updates. The User's continued use of this Website following the posting of changes or updates will be considered notice of the User's acceptance to abide by and be bound by these Terms and Conditions, including such changes or updates.

Consent

I understand that all the designs and trademarks are registered to Minereshop.com and hereby accept the terms and conditions. I undertake not to copy/duplicate the trademarks and designs directly or indirectly in any way and understand the legal implications thereof. Should I be found to be in violation of this agreement I understand that I will be held liable for all legal costs incurred by Minereshop.com for any civil action or any legal action deemed necessary against me.

Company Name

Minereshop.com and minere.com is a trading name of PPS TRADING COMP LP. Any documents or invoices provided will be under the registered business PPS TRADING COMP LP.

Contact Information

Questions about the Terms of Service should be sent to us at:

info@minereshop.com

MINING SAFETY DO's and DONT's

Do's to follow:

1. Inspect the miner for aesthetic damage or loose heat sinks. If you noticed a damage or defect, or found loose heat sinks, contact us immediately.
2. Install the miner in a dust-free environment with unobstructed air circulation.
3. Wear discharge static electricity or wear anti-static PPE during installation or maintenance of the miner.
4. Unplug the miner when installing or maintaining it. Otherwise, the control board will be damaged.
5. Use a power source that can offer a power output of 20% more than the miner's power requirement. When the actual output of the power source does not meet the power requirement of miners, the hash rate will be low.
6. Connect the positive ports and negative ports of D/C power 6-pin connectors of the PSU to the miner's control board and hash boards correctly.
7. Use one PSU for one miner. The miner can receive power from different PSUs, but each hash board can only receive from just one PSU.

The 6-pin power connectors are interchangeable so the sequence doesn't matter when connecting the connectors to the miner.

8. Power the hash boards first, then power the control board. If you are powering one miner with only one PSU, you can power it on immediately after connecting the hash boards and control board.

9. Make sure that miner is grounded/earthed properly.

10. Install lightning protection; otherwise, all equipment may be damaged if struck by lightning.

11. Antminers can only be connected via Ethernet cable and do not support WiFi connection.

12. In case of internet connection or network failure, if it could be resumed in 15 minutes, the miners do not need to be unplugged and rebooted.

If the failure could not be fixed in a short amount of time, power off the miner. Unstable internet connection will cause the miner to crash.

- Different routers have different settings, consult your router provider to know how many miners can be connected to your router.
- An internet speed of 1 Mbps can support up to 150 miners.

13. A miner uses an estimated 500 MB of internet connection per month, prepare enough amount of data usage if you are using a data card.

14. Use the supported browsers: Google Chrome and Firefox.

15. Clean and dust the miner periodically. When the air way in front of the heat sinks is blocked, the miner will be affected.

7 Don'ts to follow:

IMPORTANT: Do not use multiple PSUs to power one hash board.

1. Do not use the miner in an enclosed or confined place. Any items blocking the air flow of the miner is prohibited.

2. Do not use place the miner in an environment where there is high condensation or high level of salt content and humidity in the air.

- The recommended humidity is below 65%. Coastal places are subject to large salinity in the air, which can easily damage the hash board.

3. Do not use the miner at extreme temperatures. It is recommended that the working environment temperature be 5 to 35 degrees Celsius.

At low ambient temperature, the hash rate will be low. At high temperature for a long time, the miner will malfunction.

4. Do not use water curtain (for cooling) in a situation where a large amount of dust is accumulated, water vapor will adhere to the dust accumulation area and corrode the hash boards.

5. Use of PoE function switches or routers are not allowed because the control board will be burnt.
6. Do not use touch the connectors of the control boards and fan as they are directly connected to the IC pins. Touching these connectors in the absence of electrostatic discharge will spoil IC which makes the miner malfunction.
7. Do not attempt to use a miner that appears to be damaged.

WARRANTY

GENERAL WARRANTY:

We warrant to you that any product purchased from us through our site is of satisfactory quality and reasonably fit for all the purposes for which products of that kind are commonly supplied.

This warranty does not apply to any defect in the product arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, if you use the product in a way that we do not recommend, your failure to follow instructions, or any alterations or repair you carry out without our prior written approval.

The following events will void the warranty:

- a. Customer removes/replaces any components.
- b. Damage caused by poor power supply, lightning or voltage surges;
- c. Burnt parts on hash boards or chips;
- d. Miner/boards/components damage due to water immersion or corrosion due to wet environment.

Minereshop.com does not take any responsibility for or compensate for any loss as result of downtime caused by delays in transportation and or damaged / defective items.

The warranty offered is covered by the manufacturers for the products and not Minereshop.com. The warranty is subject to the warranty terms offered by the manufacturer of each product. All claims will need to be dealt directly with the manufacturer and not Minereshop.com.

The customer must return the defective equipment at their own expense after opening a support ticket and troubleshooting with Minereshop.com customer support. Minereshop.com will pay for the shipping cost to the customer when shipping a replacement unit within the warranty period. Minereshop.com will not pay for any loss of down time or delay caused by

customs. In cases where the warranty is void or after the warranty period, equipment can be repaired for the cost of parts and labour.

WARRANTIES OFFERED BY MANUFACTURER:

All Baikal Miners:

Once the purchase is completed, it means the recognition of the following policies:

1. No refund and return after the payment.
2. A 45-day warranty for miners.

The following conditions will make the warranty invalid:

1. Disassembled machine, unauthorized changes, or replacement of components.
2. Damage caused by lightning strike, voltage surge, faulty power supply, etc.
3. Burnt circuit boards or chips.
4. Damage by water, damp or corrosion.

In the case of the above, we will provide paid maintenance service. The freight fee of maintenance is paid by the buyer, and we are not responsible for the loss of income during the maintenance period.

All Bitmain Miners:

1. A 180-day warranty is provided starting from the shipping date. Overclocking the miner will void the warranty immediately.
2. All sales are final. No refunds will be granted. Defective miners can be repaired for free if they fall under the Bitmain warranty policy. After the warranty period, machines can be repaired at the cost of parts and labor.
3. The following events will void the warranty:
 - a. Customer removes/replaces any components by himself without receiving permission from Bitmain first;
 - b. Damage caused by poor power supply, lightning or voltage surges;
 - c. Burnt parts on hash boards or chips;
 - d. Miner/boards/components damage due to water immersion or corrosion due to wet environment.
4. For all repairs or RMA, within warranty or not, the customer must return the defective parts at his/her own expense.
5. Minereshop.com will cover return shipping costs when shipping a replacement unit within the warranty period.

6. If you notice there are some loose heatsinks when you receive the miner, please inform us by email to info@minereshop.com within 3 days from the date the package is received according to UPS/DHL/FEDEX's website.

7. Minereshop.com does not take any responsibility for or compensate for any loss as result of downtime caused by delays in transportation as a result of custom formalities or other reasons.

All Canaan Miners:

1. A 180-day warranty is provided starting from the shipping date. Overclocking the miner will void the warranty immediately.

2. All sales are final. No refunds will be granted. Defective miners can be repaired for free if they fall under the Canaan warranty policy. After the warranty period, machines can be repaired at the cost of parts and labor.

3. The following events will void the warranty:

a. Customer removes/replaces any components by himself without receiving permission from Canaan first.

b. Product/board/components damage caused by physical interference, including but not limited to, moisture, fire, flood, lightning, transportation, and extreme environment;

c. Burnt parts on hash boards or chips;

d. Miner/boards/components damage due to water immersion or corrosion due to wet environment.

4. For all repairs or RMA, within warranty or not, customer must return the defective parts at his/her own expense.

5. Minereshop.com will cover return shipping costs when shipping a replacement unit within the warranty period.

6. If you notice there are some loose heatsinks when you receive the miner, please inform us by email to info@minereshop.com within 3 days from the date the package is received according to UPS/DHL/FEDEX's website.

7. Minereshop.com does not take any responsibility for or compensate for any loss as result of downtime caused by delays in transportation as a result of custom formalities or other reasons.

All Dayung Miners:

1. A 180-day warranty is provided starting from the shipping date.

2. This warranty does not apply to any defect in the product arising from fair wear and tear, wilful damage, accident, negligence by you or any third party.

3. This warranty will lapse if you have done the following:

- Burned parts on the hash board or the chips
- Water damage

- You yourself have removed and / or replaced elements without consultation
- Poor power supply, lightning or voltage over voltage

Guarantee:

You should return the Product in its original packaging to Dayun Company at the address above. Prior authorization must be obtained for any returns by contacting Dayun Company customer services and obtaining a RMA number, which must be quoted in any correspondence. You must back up all data as we cannot guarantee your data during repairs or testing.

If any item is returned which is found not to be faulty by our technicians, then a charge will be made for return carriage insurance and administration.

All EBANG Miners:

1. Three Guarantees: machine warranty valid for six months
2. In the qualified mine, we offer the additional after-sales service.

After-sale service :

1. When machine breaking out, please contact Ebang customer service and they will help you troubleshoot at the first time.
2. Failed to troubleshoot, please remove defective parts and return to service after the remote confirmation.
3. Returning to repair, please fill in the "after-sales information form" and put into the package, then sending back together with the machine.
4. Returning to repair, please pay attention to protecting the Serial Number, because we can judge the warranty time according to it.
5. Re-delivery for repairing, pay attention to the components package, and take some protective measure to avoid the damage caused by the poor package.
6. Received repair machine, customer service will contact you immediately. After confirming the problem and the part, it will be put into maintenance timely.
7. Maintaining time from the confirmation and signature of the customer service, it will be 1-5 working days.
8. On completion of repairing, customer service will promptly contact customers, inform the maintenance situation and precautions. Then send back to you.

All iBeLink Miners:

1. A 180-day warranty is provided starting from the shipping date.
2. All sales are final.
3. Defective machines will be repaired for free under the Broadeng warranty policy.
4. The following events will void the warranty: overclocking the miner; customer removal and replacement of any components without receiving permission from Broadeng; damage caused by poor power supply, lightning or voltage surges; burnt parts on hash boards or chips; damage due to water immersion or corrosion in a wet environment.
5. The customer will return defective equipment at their own expense, after opening a support ticket and troubleshooting with iBeLink customer support. Minereshop.com will pay for the shipping cost to the customer when shipping a replacement unit within the warranty period. Minereshop.com will not pay for any loss of down time or delay caused by defective

equipment. In cases where the warranty is void or after the warranty period, equipment can be repaired for the cost of parts and labor.

All Innosilicon Miners:

All miners will be tested by factory before shipment and certified by Innosilicon. The post-sales service policy is as follows. After payment, your order will be processed immediately.

180 days parts warranty for any miners directly purchased from Innosilicon (counting upon miner arrival).

Please don't send any machine or parts without contacting the our support team first. Any loss or damage as a result of lack of contact will be the responsibility of the customer.

The warranty expires in the following cases:

- Miner is demolished, privately altered or component replacement by customers;
- Lightning, voltage surges, poor quality power supply causing damage;
- Circuit boards and components damaged by water, exposed to moisture or corroded;
- The circuit board or the chip is completely burned;
- Excessive Over-clocking in a overheating environment.
- If above case happens, services of your miner maintenance will be charged. For the specific procedures, please refer to the after-sales process.

All Pangolin Miners:

1. Please contact us to help troubleshooting the issue with online consultation.
2. If you are able to locate the defective part/unit. Please create a warranty order and ship to Pangolin
3. If the PCB/unit of the Miner or PSU is burnt, oxidized, broken or the PIN on it is fallen off, it will be scrapped the unit. Please do not return the it.
4. If customer disassembly/replaces any parts especially hashboards without permission from PangolinMiner, for technical reasons the miner/PSU would not be repaired.
5. Please only ship the defective part (Whatsminer/PSU/hash board/control board) to our repair center, do not include the accessory.

Shipping.

- a. Pack the parts carefully better with foam to avoid shipment damage, the warranty will not cover the faulty part caused by shipping.
- b. Please print two copies of the Repair Ticket, stick one outside the package, and put one inside. The package will be rejected if there are not two copies of Repair Ticket.
- c. Please be noticed all the custom clearance fee would be billed to clients and inform your transport company to deal with the custom issue with you first to avoid the delay. PangolinMiner will not be respond to any custom issue. (Better declare the low value "within 50\$" as the "Warranty Item").
- d. Please make sure that the delivery made on work days only, and "MiniServer" (or your "Power supply") described on the waybill item description.
- e. We will not accept any form of "Freight Collect", and the packages will be sent back to the sender. Per our clause of warranty, you need to take over all the expense of shipment.

- f. Please DON'T ship any product of the company that PangolinMiner is not responsible to. Packages containing other products will be returned to the sender or discarded.
- g. The warranty will not cover the products have been repaired by other association or people.
- h. PangolinMiner will only give support to our Direct Clients, all the product sold from PangolinMiner were recorded in our systems. Any resold parts will not be included to repair support.

3. Create your ticket of Repair.

- a. Log into your PangolinMiner account.
- b. Select the "YOUR TICKET" option bar at the "ACCOUNT" interface.
- c. "Submit a new ticket" with your warranty request to PM@pangolinminer.com/invoice@pangolinminer.com
- d. We will firstly make Online consultation with your problem. Then send you a Repair ticket form to fill up if your problem need warranty.
- e. Print two copies of Repair ticket as mentioned above, stick one outside your package and put one inside.
- f. Add new message with the tracking number at the ticket you submit the request.

4. Instructions for out of warranty repair

If your machine is out of warranty, you can send the parts or machine to PangolinMiner for paid repair.

Please follow the process as Section 3: Create your ticket of repair. The bill will be sent to you once the machine was done the repair. Note: If the hashboard/part get damaged during the transport, we are not able to repair them.

All Goldshell Miners:

If the product you have purchased is found to be defective, you need to create a support ticket on the Goldshell website. You may refer to the following web page for additional details: https://www.goldshell.com/ticket_new/

After-Sales Maintenance Service period starting from the date of delivered. You can enjoy free after-sales service within **180** days.

If your product is under warranty, Goldshell will service the product free of charge and will pay for the return postage. The return shipping costs back to the repair facility is not covered.

In order to avoid a long maintenance period, we may send parts for you directly . Please get the disassembly authorization from the after-sales staff. Then replace the parts by yourself.

VOIDED WARRANTY DUE TO:

- 1. Product damage caused by improper installation, use and maintenance;
- 2. Product damage or failure caused by dropping, accident, theft, abuse, negligence, improper operation;
- 3. Product/board/components damage caused by physical interference, including but not limited to, moisture, fire, flood, lightning, transportation, and extreme environment;
- 4. Product damage caused by overvoltage or undervoltage or leakage;
- 5. Product damage caused by significant higher or lower ambient temperature exposure;

6. Product damage or loss caused by natural disasters, including, but not limited to, floods, lightning, fires, earthquakes, tsunamis and lightning strikes, etc;
7. Disassembly or alteration of Product by any person other than us or an authorized service provider of us;
8. Product damage or failure caused by the use of power supply, parts or units which are neither supplied by us nor our authorized providers;
9. Unauthorized changes on firmware and hardware;
10. Product damage or failure caused by the use of unauthorized firmware or drivers;
11. Damage or loss of data due to improper use;
12. Product without original barcode or SN label or which has been altered, defaced or removed;
13. Mixed boards: any or all of the hash boards or control boards in a Product are not the original parts of such Product, or anything preventing us from determining whether the hash boards or control boards are the original parts of such Product;
14. Any reason other than those caused by us that makes it impossible for us to diagnose whether the Product is under warranty.

WARRANTIES OFFERED BY MANUFACTURER - USED MINERS:

All used miners will be tested in our facility before shipment.

The warranty offered is covered by the manufactures for the products and not Minereshop.com. The warranty is subject to the warranty terms offered by the manufacturer of each product. The warranty left on the used units will be dependent on the release of the unit and batch by the manufacture.

The warranty expires in the following cases:

- Miner is demolished, privately altered or component replacement by customers;
- Lightning, voltage surges, poor quality power supply causing damage;
- Circuit boards and components damaged by water, exposed to moisture or corroded;
- The circuit board or the chip is completely burned;
- Excessive Over-clocking in a overheating environment.
- If above case happens, services of your miner maintenance will be charged. For the specific procedures, please refer to the after-sales process.

SHIPPING POLICY

Please note, we can only process the shipment of an order once full payment has been received.

As per standard, we aim to arrange dispatch for all in-stock units within 7 working days once payment has been received. Once the order is dispatched, as an estimate it will then takes 7-14 working days to arrive from the courier company.

Additional shipping charges apply to orders shipping to international destinations.

Once your order has shipped, we will send you a shipment confirmation email which will include tracking information for your products. To validate the tracking information, the shipping carrier typically requires one business day from the time you receive this notification.

Depending upon your shipping address and product availability, your order may arrive in multiple shipments or be sent direct from our shipping facilities in China, Hong Kong and Slovakia. Any shipping or delivery dates provided will be estimates only, we are not responsible for any delay from the courier companies and manufactures.

When you receive your shipment, please inspect all packages for items such as power supplies, manuals, and cables, or any applicable accessories for the product(s) ordered. Please be sure to save the box, the outer shipping carton (when applicable) and all packing material, in the unlikely event that you'll need it for a return shipment. Any damage during shipment must be handled by the customer with the carrier directly. Carrier may request to inspect the item upon receipt of a claim.

We are not liable for any duties or taxes or fees that may be incurred by the customer. It is customers responsibility to know the local duties and tax laws and handle any customs issues that may arise. Minereshop.com shall not be liable for any cost of damage or expense as a result of error from calculating taxes and duties pertaining to your order.

Undelivered packages

Occasionally packages are returned to us undelivered. Should this event take place every attempt will be made to contact you to plan re-shipment. If you refuse delivery of the product, you will be liable for the cost of resending the parcel as well as storage fees.

Please be noted that upon delivery of the products to the carrier, it shall be deemed completion of our delivery, and the title and the risks of damage and loss of the products shall be transferred to you. We do not accept any refund requests in case of failure of customs clearance.

PRIVACY POLICY

Privacy Policy

Our Privacy Policy explains how and why we collect and use personal information, and what we do to ensure it is kept private and secure.

For the purposes of data protection law, we will be a controller of the personal information we hold about you. This means we make decisions about how and why your information is used and have a legal duty to make sure that your rights are protected when we do so. If you have any questions about our Privacy Policy, please contact our support team via e-mail at: info@minereshop.com

THE PERSONAL INFORMATION WE COLLECT

- Your name

- Your email address

If you contact us, make an order enquire we may keep a record of that correspondence.

If you have interacted with us via social media e.g., by liking our Facebook page, or connecting with us on Instagram, we may contact you via those platforms.

Special Category Data (also known as sensitive personal information)

We do not collect any special categories of personal information about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data).

COOKIES

A cookie is a small file of letters and numbers that we store on your browser or device if you agree. We use the following types of cookies:

- Strictly necessary cookies. These are cookies that are required for the operation of our website. They include, for example, cookies that enable you make an order
- Analytical/performance cookies. These cookies allow us to recognise and count the number of visitors and to see how visitors move around our website. This helps us to improve the way both sites work, for example, by ensuring that users are finding what they are looking for easily.

HOW WE USE YOUR PERSONAL INFORMATION

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- with your consent
- where we need to perform a contract with you e.g., when you make an order with us
- where we need to comply with a legal or regulatory obligation

We may use personal information held about you in the following ways:

- to confirm orders following an enquiry
- to fulfil orders, you place with us
- to advise you of special offers and discounts
- to respond to queries you send us

When contacting you for any of the above purposes we may do so by phone or email. Your data will be treated in accordance with applicable data protection law. It will not be disclosed

to anyone outside Minereshop.com, our group, and any other parties named or described in below.

LEGITIMATE INTERESTS

We may rely on legitimate interests to process your personal information, provided that your interests do not override our own. Where we rely on legitimate interests, these interests are:

- to keep our records updated and to study how our website and other services are used
- to administer and protect our business and web presence (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting)
- to inform our marketing strategies
- to grow our business

KEEPING YOUR PERSONAL INFORMATION SAFE

We employ a variety of physical and technical measures to keep your personal information safe and to prevent unauthorised access to, use or disclosure of it. We control who has access to your data (using both physical and electronic means).

STORAGE AND RETENTION

Where do we store your personal information?

Electronic data and databases are stored on secure servers run by us.

How long do we keep it?

We collect and store personal information for purposes connected with our business. As such, we will only retain your personal information for as long as necessary for those purposes.

If you place an order, we will keep your personal information for seven years from the date of your interaction with us. We feel that seven years is an acceptable time-period, to allow for any queries or cases to support a claim or otherwise. This is also the period within which tax collecting authorities may demand to see and audit our records.

DISCLOSING YOUR PERSONAL INFORMATION

If we choose to sell, transfer, or merge parts of our business or our assets, we may disclose your personal information to the new owners of the business. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal information in the same way as set out in this policy.

DISCLOSURES REQUIRED BY LAW

We are subject to the law like everyone else. We may be required to give information to legal authorities if they so request or if they have the proper authorisation such as a search warrant or court order.

YOUR RIGHTS

We want you to remain in control of your personal information. Part of this is making sure you understand your legal rights, which are as follows:

- where your personal information is processed based on consent, the right to withdraw that consent
- the right to confirmation as to whether we are holding any of your personal information and, if we are, to obtain a copy of it
- the right to have certain data provided to you in a portable electronic format (where technically feasible)
- the right to have inaccurate personal information rectified
- the right to object to your personal information being used for marketing or profiling, or based on our or a third party's legitimate interest
- the right to restrict how your personal information is used
- the right to be forgotten, which allows you to have your personal information erased in certain circumstances (though this is not an absolute right and may not apply if we need to continue using it for a lawful reason)

Please keep in mind that there are exceptions to the rights above and, though we will always try to respond to your satisfaction, there may be situations where we are unable to do so (for example, because the information no longer exists or there is an exception which applies to your request). If you are not happy with our response, or you believe that your data protection or privacy rights have been infringed, you should contact the authorities.

UPDATING THIS POLICY

We may update this Policy at any time. We encourage users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we hold.