

# **Contixo One-Year Limited Manufacturer Warranty**

## **What does the Contixo product warranty cover?**

Contixo contends that it sells its products free of defects in the manufacturing and workmanship process at the time of sale. We provide a limited one year warranty on all devices and products to the original purchaser, with the following exceptions:

### **Batteries**

For accessories such as removable rechargeable batteries and non-removable tablet batteries, we offer a limited 3-month warranty. Contixo's sole obligation under this warranty is the replacement of any battery which is defective without charge. No other warranty with regard to batteries is implied or stated.

### **Battery Chargers, Memory Cards, USB Cables**

For accessories such as battery chargers, memory cards, and USB cables, we offer a limited 3-month warranty. This warranty is limited to defects in the product workmanship only. Damage caused by routine use or normal wear on the product is not covered.

Note: Verification of purchase is needed to redeem the warranty. Customer must provide a valid order number.

## **What Does The One-Year Limited Warranty Provide?**

- Any hardware related technical problem within one year of purchase.
- Defects which arise as a result of normal use of the product.

## **What The Warranty Does Not Cover:**

- Improper or inadequate maintenance of your product.
- Misuse or mishandling of your product.
- Damage due to improper charging, improper voltage, or due to an electrical short.
- Damage caused by water, fire, or other unforeseen damage not caused by the normal use of your Contixo product.
- Physical damage for any reason.
- Any damage caused by modification or alteration of your product.

### **Tablets:**

Cracked screens are not covered by the warranty unless they occurred during shipping of your product. All defects caused by shipping must be reported to Contixo within 48 hours of delivery of your product.

### **Drones:**

Contixo is not responsible for lost or damaged drones due to flight. It is imperative that you follow the instructions for use of your drone. Proper calibration and setup will help ensure proper use of your drone.

### **What is your Return & Exchange Policy?**

1. You have 30 days to decide if an item is right for you, if not, you can certainly come to us within 30 days of receipt.
2. Final sale products are not covered by the Contixo limited warranty.
3. Returns must be received in new, unused condition.
4. ALL returns must be accompanied by an RMA number, which is provided by our Customer Service Representatives.
5. We do not accept packages returned using C.O.D. service. Return shipping charges are non-refundable.
6. Please do not add signature required to your return. It will delay the process and receipt of your return is not guaranteed using this method. Delivery confirmation is sufficient to ensure the safe return.

### **Note:**

- Contixo is not responsible for missing, damaged, or lost packages during transit. Make sure to include delivery confirmation with any authorized return.
- Please do not ship any SD card, Micro SD card, SIM card or any other personal item(s) to us with your return or repair request. Contixo is NOT responsible for any lost, damaged, or erased personal item(s) or property.

### **What if the item I receive is defective or damaged?**

If the item you receive is defective or damaged when you receive the package, you can request a replacement. Please check your item(s) immediately upon delivery. All shipping damage must be reported to Contixo within 48 hours (2 business days) from the time you receive your order. If you item is damaged, please keep your original packaging material or box. Take pictures of the damage immediately and retain for the return.

### **How do I make a return or exchange?**

1. Apply for an RMA number through our online form, or via email.
2. Our customer service team will communicate with you directly and provide you the necessary information to complete your return.
3. Pack the items you want to return, and ship them back by any shipping company available, like USPS, UPS, or FedEx. If your item was damaged during shipping, you will be provided a return label to send your product back to us.
4. If you are sending back your product, make sure to include your RMA number on the outside of your package to ensure proper delivery. Any packages that are received without and RMA number may be lost or refused.
5. Provide your tracking information to Contixo, if we have not provided you a return label.
6. For refunds: It can take up to 10 business days for a refund to appear on your bank account or credit card.

**Can I have a full refund for the return?**

- Contixo reserves the right to test “dead on arrival” devices return and subject to a restocking fee equal to 20% of the product sales price. Any returned device with missing parts or accessories that originally come with device will be charged for 20-50% restocking fee.

**What if my package was refused or was undeliverable?**

- If you would like us to resend your package out to you, we can. Please contact our Customer Service Team for assistance. You can reach them via chat, email, or by telephone.

This warranty is subject to applicable state and federal laws. Contixo is not liable for any consequential, indirect, incidental, special, or punitive damages arising from the purchase of this product. Contixo's total liability here under shall not exceed an amount greater than the retail purchase price of the product purchased.

Warranty Updated 01/01/22.