

Tzumi Electronics One Year Limited Warranty

For Tzumi Branded Product Only

Important: by using your tzumi products you are agreeing to be bound by the terms of the tzumi one (1) year limited warranty as set out below. Do not use your product until you have read the terms of the warranty. If you do not agree to the terms of the warranty, do not use the product and return it within 14 days of purchase for a refund.

How Consumer Law Relates to this Warranty

This warranty gives you specific legal rights, and you may have other rights that vary from state to state (or by country or province). Other than as permitted by law, tzumi does not exclude, limit or suspend other rights you may have, including those that may arise from the nonconformity of a sales contract. For a full understanding of your rights you should consult the laws of your country, province or state.

Warranty Limitations Subject to Consumer Law

To the extent permitted by law, this warranty and the remedies set forth are exclusive and in lieu of all other warranties, remedies and conditions, whether oral, written, statutory, express or implied. Tzumi disclaims all statutory and implied warranties, including without limitation, warranties of merchantability and fitness for a particular purpose and warranties against hidden or latent defects, to the extent permitted by law. In so far as such warranties cannot be disclaimed, tzumi limits the duration and remedies of such warranties to the duration of this express warranty and, at tzumi's option, the repair or replacement services described below. Some states (countries and provinces) do not allow limitations on how long an implied warranty (or condition) may last, so the limitation described above may not apply to you.

What is covered by this warranty?

Tzumi warrants the tzumi-branded products contained in the original packaging ("tzumi product") against defects in materials and workmanship when used normally in accordance with tzumi's or the manufacture's published guidelines for a period of one (1) year from the date of original retail purchase by the end-user purchaser ("warranty period"). Tzumi's or the manufacture's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

What is not covered by this warranty?

This warranty does not apply to any non-tzumi branded hardware products or any software, even if packaged or sold with tzumi hardware. Manufacturers, suppliers, or publishers, other than tzumi, may provide their own warranties to you – please contact them for further information. Tzumi does not warrant that the operation of the tzumi product will be uninterrupted or error-free. Tzumi is not responsible for damage arising from failure to follow instructions relating to the tzumi product's use.

This warranty does not apply: (a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship; (c) to damage caused by use with a third party component or product that does not meet the tzumi product's specifications (product specifications are available in the product manuals for each tzumi product and at www.tzumi.com under product manuals); (d) to damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external cause; (e) to damage caused by operating the tzumi product outside tzumi's published guidelines; (f) to damage caused by performed by anyone who is not a representative of tzumi; (g) to tzumi product that has been modified to alter functionality or capability without the written permission of tzumi; (h) or to defects caused by normal wear and tear or otherwise due to the normal aging of the tzumi product.

Your Responsibilities

Before receiving warranty service, tzumi's customer service team require that you provide proof of purchase details and actual photo of the product, respond to questions designed to assist with diagnosing potential issues and follow tzumi's procedures for obtaining warranty service.

During warranty service, tzumi might require to send your tzumi product for testing. You are responsible for the cost of shipping, while tzumi will care for the repairing services.

Following warranty service your tzumi product or a replacement device will be send to you. Important: do not disassemble the tzumi product. Taking the tzumi product apart may cause damage that is not covered by this warranty.

What will tzumi do in the event the warranty is breached?

If during the warranty period you submit a claim to tzumi in accordance with this warranty, tzumi will, at its option: (i) repair the tzumi product using new or previously used parts that are equivalent to new in performance and reliability, (ii) replace the tzumi product with the same model (or with your consent a product that has similar functionality) formed from new and/or previously used parts that are equivalent to new in performance and reliability, or (iii) exchange the tzumi product for a refund of your purchase price.

When tzumi product or part is replaced or a refund provided, any replacement item becomes your property and the replaced or refunded item becomes tzumi's property.

How to obtain warranty service?

Please contact tzumi's customer service team that will help determine whether your tzumi product requires service and, if it does, will inform you how tzumi will provide it.

Warranty Service Options

Please contact tzumi's customer service team that will help determine whether your tzumi product requires service and, if it does, will inform you how tzumi will provide it.

Tzumi will provide warranty service through email or over-the-phone service. Tzumi's technical team will guide you through testing and fixing your tzumi product.

When an applicable shipping costs is required, tzumi will issue an invoice and send you a copy.

Using paypal, you will be able to submit payment, which will be processed within 10 days.

Tzumi reserves the right to change the method by which tzumi may provide warranty service to you, and your tzumi product's eligibility to receive a particular method of service. Service will be limited to the options available in the country where service is requested. Service options, parts availability and response times may vary according to country. You may be responsible for shipping and handling charges if the tzumi product cannot be serviced in the country it is in. If you seek service in a country that is not the original country of purchase, you will comply with all applicable import and export laws and regulations and be responsible for all custom duties, v.a.t. and other associated taxes and charges. Where international service is available, tzumi may repair or replace tzumi products and parts with comparable tzumi product and parts that comply with local standards.