



Product Warranty

Hyper Lychee warrants that products sold through the website Hyper Lychee shall be free from manufacturing defects in material and workmanship when delivered to you (the “product warranty”). The product warranty is limited to 12 months from the date of delivery, and extends only to you as the product’s original purchaser, except for rechargeable batteries which are only covered by a 6 month warranty. Proof of original receipt and purchase are required. In the event Hyper Lychee confirms a product is defective and falls under the terms of the product warranty set forth in these terms and conditions, Hyper Lychee agrees to, in its sole discretion, either repair the product, replace it with a functional equivalent product, or refund your purchase price. The foregoing shall be your sole and exclusive remedy for a defective product. The product warranty does not cover and no remedy shall be owed by Hyper Lychee for: (a) damage from physical abuse such as dropping the unit or impact from hard objects; (b) physically damaged connectors; (c) broken keys or physical damage to the keyboard mechanism; (d) damage, deterioration or malfunction resulting from accident, negligence, misuse, abuse, improper installation or operation or failure to follow instructions according to the owner's manual for this product; (e) any damages due to shipment of the product (claims must be presented to the carrier); (f) repair or attempted repair by anyone other than, or approved by, Hyper Lychee; (g) any unit which has been altered or on which the serial number has been defaced, modified or removed; (h) normal wear and any periodic maintenance; (i) damage due to inappropriate storage; (j) deterioration due to perspiration, corrosive atmosphere or other external causes such as extremes in temperature or humidity; (k) damages attributable to power line surge or related electrical abnormalities (including phantom power, wrong voltage, etc); (l) damage due to connecting other than certified USB charging cable; (m) damage due to liquid contamination and / or battery leakage; (n) deterioration of scrubbing consumables and scrubbing supplies; (o) damage resulting from any use other than that it was intended for; (p) product purchased as ex-demo, refurbished stock or second hand; (q) any aesthetic alterations due to normal usage or ageing. Spare parts delivered are considered separate products and shall not extend the initial 12-month warranty period for the original product, nor shall any intervening authorized repair. As stated above, the product warranty does not apply to any product purchased other than through the

website. We do not recommend you attempt to service the unit yourself as this will void the warranty.

Warranty claims

If you believe your product is defective and covered by the product warranty, you must notify us promptly by submitting a message at support.teenage.engineering/hc/en-us/requests/new, as soon as possible after you have discovered the defect, but in no case later than two months after discovering the defect. You may not send an item for repair without contacting Hyper Lychee first through <mailto:service@hyperlychee.com>

Please provide us with your original order number, a detailed description of the issue and video or pictures showcasing the issue. We will email you further instructions on how to proceed. All products must be sent in original packaging and packed with care. If not, we reserve the right to impose a fee or refuse to accept the repair. Claims relating to products purchased from a reseller must be taken up with the reseller.

Waiver Of Implied Warranties

The product warranty and associated rights and remedies set forth above are exclusive and in lieu of all other warranties, representations, conditions, rights and remedies with respect to any product, express or implied, statutory or otherwise, and whether written or oral; all other warranties, representations, conditions, rights and remedies, including, but not limited to, any warranty of merchantability, durability or fitness for a particular purpose, are hereby expressly disclaimed, excluded and waived by purchaser to the fullest extent permitted by law.

Force Majeure

Hyper Lychee Inc shall not be liable for defects or delays caused by circumstances beyond our reasonable control, such as general labor disputes, natural and unavoidable catastrophes, war, fire, amendments to regulations issued by governmental authorities, issues with power mains or telephone communications, data transmissions or any other form of communication, or defects or delays in deliveries by sub-contractors.

Limitation Of Liability

Notwithstanding any term to the contrary herein, under no circumstances shall Hyper Lychee or any parent company or affiliate thereof be liable for any

indirect, incidental or consequential damages, whether arising out of breach of contract, negligence, tort or otherwise.

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