



## Urban Factory Products Limited Warranty

The Urban Factory Product Warranty is a limited and non-transferable warranty. It covers only the original purchaser. An original or copy of sales receipt from an Urban Factory authorized retailer or reseller is required for the warranty service.

Urban Factory warrants that the purchased Products shall be free from defects in workmanship and material under normal use for the durations identified on the Product packaging and also specified here after:

Product Categories	Warranty period
Laptop Bags- NYLEE, ACTIV and TOPLIGHT Collections	2-Year Limited Warranty, from the date of original purchase
Laptop Bags - Other Collections	Lifetime Limited Warranty, from the date of original purchase as long as original purchaser owns the product
PC Accessories	2-Year Limited Warranty, from the date of original purchase
Tablet Accessories	2-Year Limited Warranty, from the date of original purchase
Smartphone Accessories	2-Year Limited Warranty, from the date of original purchase

### This warranty does not cover:

- Normal wear and tear of the Product
- Problems or damages resulting from accident, misuse, lack of care, mishandling
- Problems or damages resulting from the usage of the product other than for its intended purpose, usage not in accordance with product instructions or connection to improper voltage supply
- Damage caused by improper or unauthorized repair or maintenance
- Product that has been modified or altered
- Any product that is not manufactured Urban Factory, including without limitation, any non-Urban Factory product that is used in connection with the Product.
- This Limited Warranty does not, under any circumstances, cover the replacement of or reimbursement for any electronic device or personal property that is not Urban Factory product.

### How to submit a claim:

In the event you are not able to process the warranty claim through the point-of-purchase retailer, please contact customer support via email at : [info@urban-factory.com](mailto:info@urban-factory.com) . When submitting a warranty claim, we will require proof that the claim is valid. In this regard, we will always require that (1) you provide us with an original or copy of your sales receipt as proof of purchase and (2) you return your product to us for warranty coverage verification.

You are responsible for shipping costs to Urban Factory but there is no charge for the inspection or the return postage. Urban Factory is not liable for Products that are damaged or lost in transit to Urban Factory. We recommend that you ship your returned Products to Urban Factory via a trackable shipment method. You are responsible for all fees related to the return of the products to Urban Factory.

### **Remedies:**

If we find that the Product is defective in materials or workmanship and otherwise meets the terms of the applicable limited warranty, your sole and exclusive remedy and Urban Factory's sole and entire liability is, at Urban Factory's option, to repair or replace the defective Product. Repair or replacement shall be made at Urban Factory's expense. Urban Factory reserves the right to send you a replacement product that is the same or of a similar style or a substitute equivalent that may not be of like kind (depending on availability). Any replacement product will be warranted as above for the remainder of the original applicable Product Warranty Period.

### **Warranty Disclaimers:**

EXCEPT AS EXPRESSLY SET FORTH ABOVE IN THIS LIMITED WARRANTY, URBAN FACTORY MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES TO THE EXTENT PERMITTED BY LAW AND SPECIFICALLY DISCLAIMS AND EXCLUDES ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT OF THIRD-PARTY RIGHTS, MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF SUCH DISCLAIMER OF ANY IMPLIED WARRANTY IS NOT PERMITTED BY LAW, THE DURATION OF ANY SUCH IMPLIED WARRANTIES IS LIMITED TO THE DURATIONS SET FORTH IN THIS LIMITED WARRANTY. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY MAY LAST, SO SUCH LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM JURISDICTION TO JURISDICTION.

### **Limitation of liability:**

IN NO EVENT SHALL URBAN FACTORY OR ITS SUPPLIERS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES ARISING OUT OF THE USE OF THE PRODUCT, INCLUDING, WITHOUT LIMITATION, PROPERTY DAMAGE, LOSS OF VALUE OF THE PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, OR LOSS OF USE OF THE PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, EVEN IF URBAN FACTORY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. URBAN FACTORY HAS NO LIABILITY FOR ANY DAMAGE OR DESTRUCTION TO CONSUMER ELECTRONICS DEVICES OR OTHER PERSONAL PROPERTY THAT ARE IN OR CONNECTED TO THE PRODUCTS, INCLUDING, WITHOUT LIMITATION, LAPTOPS, TABLETS, SMARTPHONES, OR OTHER DEVICES, OR ANY LOSS OF DATA CONTAINED IN THE FOREGOING DEVICES. NOTWITHSTANDING ANY DAMAGES THAT YOU MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR OTHERWISE), THE ENTIRE LIABILITY OF URBAN FACTORY AND ANY OF ITS SUPPLIERS SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE PRODUCT. SOME JURISDICTIONS AND OR STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

### **No other warranties:**

No Urban Factory dealer, agent, or employee is authorized to make any modification, extension or addition to this warranty.

***Please note:*** Features and specifications of all Urban Factory products are subject to change without notification.