



# Warranty

## Limited Warranty

Subject to the terms and conditions herein, Raycon, Inc. (hereinafter called "Company") warrants to the original end-user purchaser of the Product ("Customer") that the product purchased and contained in this package ("Product") will be free from defects in materials and workmanship for one year from the date of new purchase ("Warranty Period").

If Customer returns a defective Product during the Warranty Period, such defect(s) will be sent back to Raycon in exchange for a replacement of the model received with a new one of equal value. If Raycon, in its sole discretion, determines it is not reasonable to warrant the Product, Raycon may refund to customer the purchase price paid for the product. The foregoing states Customer's exclusive remedy and Raycon's sole liability for breach of the limited warranty contained herein.

This warranty only covers manufacturer defects and specifically excludes defects or damage to Product resulting from: (a) normal wear and tear; (b) neglect, misuse, accident, improper application, use not in accordance with operating instructions, the alteration or removal of any serial number, or any other customer-induced damage; (c) loss of compatibility due to third-party manufacturer model updates; (d) damage caused by the equipment with which product is used; (e) shipping damage occurring while the Product is in transit; or (f) any other conditions whatsoever that are beyond the control of Raycon. (g) unauthorized repair or modification by customer or third party.

Items purchased from Raycon are covered fully under warranty for any manufacturer defects that arise within the first year of purchase. However, item compatibility failure due to third-party firmware or model updates will not be covered under Limited Warranty. Please contact Raycon Inc.'s support team for more assistance regarding firmware compatibility issues.

To obtain warranty service for any Product that is subject to the foregoing warranty, Customer must obtain a Return Merchandise Authorization ("RMA") from Company and return the defective Product in its original condition with a valid proof of purchase (i.e., a receipt). Customer will be responsible for shipping the warranty return shipment to Raycon. Raycon is responsible for all shipping and handling of the replacement product back to the customer. Raycon bears no risk of loss of the product in connection with the transportation and shipment of the product in any way relating to this limited warranty.

This warranty is non-transferable and is effective only for the Customer. This warranty does not extend to the purchase of opened, used, repaired, repackaged and/or resealed products. Product is sold to the customer for personal, non-commercial use only, and is not warranted for customer's commercial or rental use. In addition, product is not warranted against failure. EXCEPT FOR THE EXPRESS WARRANTIES STATED ABOVE AND TO THE MAXIMUM EXTENT PERMITTED BY LAW, THE PRODUCT IS PROVIDED "AS IS", AND COMPANY DISCLAIMS ALL OTHER WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT OF THIRD PARTY RIGHTS. COMPANY DOES NOT WARRANT THAT THE PRODUCT IS ERROR FREE OR THAT IT WILL FUNCTION WITHOUT INTERRUPTION.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL COMPANY BE LIABLE TO CUSTOMER OR ANY THIRD PARTY FOR ANY INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR PUNITIVE DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LOST PROFITS OR REVENUES, LOSS OR INACCURACY OF ANY DATA OR COST OF SUBSTITUTE GOODS, REGARDLESS OF THE

THEORY OF LIABILITY (INCLUDING NEGLIGENCE), EVEN IF COMPANY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL COMPANY'S AGGREGATE LIABILITY EXCEED THE PRICE PAID BY CUSTOMER FOR THE PRODUCT.

This warranty provides you with specific legal rights. You may also have other rights that vary from jurisdiction to jurisdiction.

### **RETURNS TERMS AND CONDITIONS**

When items returned under warranty are found to have no problems or defects, customers will be charged additionally for testing and repackaging.

Items out-of-warranty, without proof of purchase, or not belonging to Raycon will not be serviced. Instead, they will be returned back to the customer at the customer's cost.

Customer is responsible for paying any freight charge caused by refused shipment or unclaimed goods.

### **CONTACT US**

To see if you are covered by our One Year Limited Warranty and for instructions on how to file a claim online, please reach out to us at [support@rayconglobal.com](mailto:support@rayconglobal.com).

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