# **Warranty Policy**

One (1) Year Limited Warranty

Note: Narwal offers a Limited Warranty which does not affect your statutory rights under the laws relating to the sale of consumer products. This Limited Warranty is only valid and enforceable in the country or region where the products were originally purchased.

Narwal (‘We’, ‘Our’, ‘Us’) warrants that, subject to the exclusions and limitations set out below, the Product shall be in good working order during the period of one (1) year from the date of shipment (the ‘Warranty Period’). In the event that a Product is used in the way it’s intended and it fails to meet the warranty standard to our reasonable satisfaction, it’s our responsibility to either repair or replace the Product as described below.

How to Make A Warranty Claim

If you wish to make a warranty claim, please contact us at support@narwal.com and our colleagues will advise you of the process involved in making a claim. When submitting a claim, please have the serial number of your Product ready and the original proof of purchase, showing the date of purchase and all details of the Product.

Any claim under the Limited Warranty is subject to you notifying us of the alleged defect within a reasonable time of it coming to your attention and, in any case, by no later than the expiry of the Warranty Period.

Remedy

If a claim is received within the Warranty Period and the Product is found to have failed under the warranty, we shall, at our option:

* repair the Product using new or previously used parts that are equivalent to new in performance and reliability,
* exchange the Product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or
* exchange the Product with a product that is new and upgraded model which has at least equivalent or upgraded function to the original product.

Where permitted by applicable laws, the Warranty Period will not be extended or updated or otherwise affected by subsequent replacement, resale, repair or replacement of the product. Parts repaired or replaced during the Warranty Period will be warranted for the remainder of the original warranty period. The replaced or repaired product, as applicable, will be returned to you as soon as it is commercially feasible. All parts of the product or other equipment that we replace will become our property.

If it is found that the product is not covered by this Limited Warranty, we (and our authorized service company) reserve the right to charge shipping and handling fees. When repairing or replacing products, we may use new, equivalent to new or refurbished products or parts.

WHAT’S NOT COVERED?

Unless agreed in writing, the Limited Warranty will not apply if the defect(s) relate to:

(a) normal wear and tear (including, without limitation, wear and tear of batteries),

(b) defects caused by rough or inappropriate handling or use or damage caused by accident, misuse, neglect, fire, water, lightning or other acts of nature,

(c) the fact that the battery has been short-circuited, if the seals of the battery enclosure or the cells are broken or show evidence of tampering or if the battery has been used in equipment other than those for which it has been specified,

(d) non-compliance with the Product instructions,

(e) wilful or deliberate damage, neglect or negligence,

(f) use of spare parts or other replacement items (including consumables) which are not provided or recommended by us,

(g) any alteration or modification to the Product which has been carried out by you or a third party not authorized by us,

(h) any failure to adequately package the Product for transportation,

(i) extreme or external causes beyond our reasonable control including, but not limited to, breakdowns, fluctuations, or interruptions in electric power, ISP (internet service provider) service, or wireless networks,

(j) weak and/or inconsistent wireless signal strength in your home,

(k) any Product(s) purchased from unauthorized distributors.

This Limited Warranty does not apply to accessories and other consumable items.

This Limited Warranty will be invalid if (a) the Product’s serial number has been removed, erased, defaced, altered or is illegible in any way (as determined in our sole discretion), or (b) you are in breach of the terms of this limited warranty or your contract with us.

LIMITATION OF LIABILITY

This Limited Warranty is your sole and exclusive remedy against Narwal and Narwal’s sole and exclusive liability in respect of defects in your Product. This Limited Warranty replaces all other Narwal warranties and liabilities, whether oral, written, (non-mandatory) statutory, contractual, in tort or otherwise, including, without limitation, and where permitted by applicable law to the maximum extent, any implied conditions, warranties or other terms as to satisfactory quality or fitness for purpose. However, this Limited Warranty shall neither exclude nor limit any of your legal (statutory) rights under the applicable national laws.

To the maximum extent permitted by applicable law(s) Narwal does not assume any liability for loss of or damage to or corruption of data, for any loss of profit, loss of use of Products or functionality, loss of business, loss of contracts, loss of revenues or loss of anticipated savings, increased costs or expenses or for any indirect loss or damage, consequential loss or damage or special loss or damage.

To the extent permitted by applicable law, Narwal´s liability shall be limited to the purchase value of the Product. The above limitations shall not apply in case of gross negligence or intentional misconduct of Narwal or in case of death or personal injury resulting from Narwal´s proven negligence.

Any updates to this Policy will be posted on Narwal.com and we encourage you to periodically review this Policy to ensure you are familiar with the most current version. If there is any inconsistency between this Policy on Narwal.com and any other documents included with or relating to Narwal products, this Policy on Narwal.com shall govern.

If your issue hasn’t been solved, don’t hesitate to contact us at support@narwal.com where our colleagues are on hand to help you.