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# Warranty

## RETURNS

You can return your product for any reason in the first 30 days for refund or exchange. Contact Matias Customer Service by e-mail at [help@matias.ca](mailto:help@matias.ca) or by telephone at 905-265-8844 to receive a RMA number and address to send the product back to. Shipping cost to send the product back to us is at your expense. If asking for a refund, we refund your product cost, not shipping. If more than 30 days have gone by since your purchase, then for most products, we offer a 1 year limited warranty as follows:

## LIMITED WARRANTY

Matias Corporation ("Matias") warrants to the original end user ("Customer") that this product will be free from defects in workmanship and materials, under normal use, for 1 year from the date of original purchase from Matias or its authorized reseller. Matias' sole obligation under this express warranty shall be (at Matias' option and expense) to repair or replace the product or part with a comparable product or part. All products or parts that are replaced become the property of Matias. Normal wear and tear is not covered by warranty.

## LIMITATION OF LIABILITY

To the full extent allowed by law, Matias excludes for itself and its suppliers any liability (whether based in contract or in tort, including negligence) for incidental, consequential, indirect, special or punitive damages of any kind, or for loss of revenue or profits, loss of business, loss of information or data, or other financial loss arising out of or in connection with the sale, installation, maintenance, use, performance, failure, or interruption of this product, even if

Matias or its authorized reseller has been advised of the possibility of such damages, and limits its liability to replacement, repair, or refund of the purchase price paid, at Matias' option. This disclaimer of liability for damages will not be affected if any remedy provided herein shall fail of its essential purpose.

## WARRANTY PROCEDURE

Contact the Matias tech support team first by e-mail at [help@matias.ca](mailto:help@matias.ca) or by telephone at 905-265-8844 to determine whether the item is indeed defective before shipping. Then make a return merchandise authorization (RMA) request and ship the product back to the address indicated by Matias Customer Service. Please include your original invoice/proof of payment along with the returned product.

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