

Products Covered by our 2-Year Limited Warranty:

- ✓ WALL OUTLET
- ✓ DIMMER SWITCH
- ✓ WALL SWITCH
- ✓ INSTANT SWITCH
- ✓ THERMOSTAT



WARRANTY DETAILS

iDevices offers a 2-year limited warranty on the iDevices Wall Outlet, Dimmer Switch, Wall Switch and Thermostat covering manufacturing defects. The 2-year limited warranty period for iDevices Wall Outlet, Dimmer Switch, Wall Switch and Thermostat is a definite, fixed period commencing on the exact purchase date as specified on the product description page as well as the policy page. The date on your sales receipt is the date of purchase unless otherwise noted. This warranty policy does not apply to products that may have been electronically compromised or operationally or physically damaged, and does not provide any guarantee for product operation outside of the written specifications. We are only able to assist with warranty claims related to manufacturing defects for products within the limited warranty period for products uses that adhere to the Safe Usage Guidelines (available at iDevicesinc.com/Support). Through your purchase, you agree to the terms and conditions set forth in the limited warranty policy. We reserve the right to revise product warranty policies at any time, with or without notice.

STATEMENT OF PRODUCT WARRANTY: 2-YEAR LIMITED WARRANTY

SUMMARY:

iDevices, LLC provides a 2-year limited warranty based on the criteria and exclusion information included in this warranty statement. This limited warranty extends only to the original end-user. To facilitate a warranty claim, we require the original date of purchase and documentation regarding the product purchased from an iDevices authorized seller. The 2-year limited warranty period for the product is a definite, fixed period commencing on the exact purchase date. The date on your sales receipt is the date of purchase unless otherwise noted. This warranty policy does not apply to products that may have been electronically compromised, operationally or physically damaged and does not provide any guarantee for product operation outside of the written specifications. We are not able to process a warranty claim without a verified date-of-purchase. Subject to all terms and conditions, iDevices warrants this product and its parts against defects in materials or workmanship for 2 years from the original purchase date.

iDevices makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this product other than as set forth here.

LIMITED WARRANTY AND TERMS:

Except as provided below, iDevices is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the product. Under no circumstances shall iDevices be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the product. The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

For warranty service for products purchased from the iDevices Online Store, you must have your order number and or packing slip to accompany any warranty service or questions related to an authorized warranty claim. Shipping fees incurred from products for under warranty service will be paid by iDevices. All warranty service must be affected via the Procedures for Obtaining Warranty Service described below.

PROCEDURES FOR OBTAINING WARRANTY SERVICE:

To return a defective product for warranty service, please contact our Customer Experience Team using the Submit a Request web form available at iDevicesinc.com/Support or email Support@iDevicesinc.com. A valid email address is required to initiate a warranty claim. The request is valid for 14 days from date of issuance. Warranty product returns will not be accepted without contacting our Customer Experience Team. Manufacturer restrictions do apply.

If warranty service is required, the customer must provide proof of purchase. Warranty claim authorization and services are rendered only by iDevices. All returned products and parts must be inside the package and indications of original proof of purchase. No package will be accepted without contacting our Customer Experience Team.

Without prior written authorization, any unauthorized units/products/packages delivered to iDevices will be subject to forfeiture of possession of the product as well as any claim to prior or future service. For problems with your product related to a manufacturing defect within the 2-year warranty period, and if no disqualifying conditions or exclusions exist, please follow the steps in this procedure to obtain the service:

1. Contact our Customer Experience Team with all required information using the Submit a Request form available at iDevicesinc.com/Support or email Support@iDevicesinc.com.
2. If your warranty claim is granted, follow the instructions given by the iDevices Customer Experience team in your email response. iDevices will not accept any shipments without an RMA (Return Merchandise Authorization) number.
3. Pack the product in its original box or a well-protected box, as outlined in any return shipping instructions in the email you receive. iDevices will not be responsible for shipping damage/loss of any product during transit. It is very important that you print your RMA number on the outside the package.
4. At iDevices discretion, iDevices will either (1) repair the Product at no charge, using new or like-new replacement parts or (2) replace the Product with a new or like-new Product.
5. The customer assumes full liability for losses or damages resulting from shipping, as well as all responsibility to pursue remuneration for such issues with the carrier.

2-YEAR LIMITED WARRANTY CONDITIONS:

This warranty extends only to products manufactured by iDevices. This warranty covers only normal use of the product as outlined in its Safe Usage Guidelines documentation. iDevices shall not be liable under this warranty if any damage or defect results from: (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning; or (iii) service or alteration by anyone other than an authorized iDevices representative; (iv) damages incurred through irresponsible use, including those resulting from non-recommended practices.

You must retain your bill of sale or other proof of purchase to receive warranty service. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty. This warranty does not cover any third party products or mobile device related problems. iDevices makes no warranty either expressed or implied regarding third-party (non-iDevices) products.

WARRANTY EXCLUSIONS:

iDevices does not offer support for any third-party devices or applications. Technical support should be pursued through channels offered by the third party or individual company. iDevices accepts no liability for problems caused by after-market software or hardware modifications or additions. iDevices is not responsible for any loss of work ("down time") caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications or if there are indications of misuse and/or abuse. iDevices has the option of voiding the warranty if anyone other than an iDevices technician attempts to service the product.

iDevices will not warrant any problems arising from an act of God (lightning, flooding, tornado, etc.), electrical spikes or surges or problems arising out of hardware, software or additional devices added to complement any system/component bought at iDevices. Under no circumstances will iDevices be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. iDevices will not be held responsible for typographical errors on sales receipts, repair tickets or on our website. iDevices makes every effort to make sure all information on our website is correct.

AFTER 2-YEAR LIMITED WARRANTY PERIOD OR POST WARRANTY REPAIR:

Post warranty repair or warranty service after the limited 2-year period is not available. iDevices is able to assist with warranty claims related to manufacturing defects for products within the limited warranty period, subject to all terms and conditions. iDevices reserves the right to modify or revise product warranty policy at any time. All expressly stated or implied terms and conditions are subject to change at any time, with or without notice.

