

# Vectoring Warranty Policy

Vectoring UK offers a comprehensive repair or replace warranty during a period of 12 MONTHS from the date of receipt of the product (the "Warranty Period").

Under the express terms of this limited warranty, Vectoring will fix all defects of material and workmanship.

## What is not covered

Vectoring's liability will not extend to defects, damages or losses resulting from:

- Third-party products.
- Customer using the product in any manner or for any purpose other than the permitted purpose.
- Negligence by customer or any party for which customer is responsible.
- Customer altering, modifying, or using the product in a way inconsistent with the intended use of the product.
- Normal wear and tear of the product.
- Problems that arise because of damage that has been caused by servicing. (Upgrading, expansion, disassembly, repair, or other modification) by anyone who is not expressly authorised by vectoring UK.

## What Vectoring will do

Vectoring will, at its sole discretion, provide one of the following three remedies to whatever extent it shall deem necessary to satisfy a proper claim under this limited warranty:

- Repair or organise the repair of any defective parts within a reasonable period, free of any charge, to restore the product to its proper operating condition. Vectoring will also pay the shipping costs necessary to return this product once the repair is complete.
- Replace the product with a direct replacement or with a similar product deemed by Vectoring to perform substantially the same function as the original product.
- Issue a refund of the original purchase price *less depreciation to be determined based on the age of the product at the time remedy is sought under this limited warranty.*

## Limitation of liability

All values claimed shall not exceed the actual purchase price paid for the product.

Vectoring is not liable for any indirect, incidental, or consequential damages, including loss of revenue or profits, loss of data, downtime or replacement of equipment and property.

Some countries, districts or states do not allow the exclusion or limitation of relief, special, incidental, consequential or indirect damages, or the limitation of liability to specified amounts, so the above limitations or exclusions may not apply to you. If you reside, and purchased the product outside the UK, please contact [support@vectoring.uk](mailto:support@vectoring.uk) for more information.

This warranty replaces all other warranties, remedies, and conditions, whether oral or written, express or implied. No warranties apply after the specified 12-month period.

PLEASE NOTE: This limited warranty is void if the serial number of the product has been removed or defaced,

## How to file a warranty claim

To obtain a remedy under this limited warranty, you must contact vectoring directly on [support@vectoring.uk](mailto:support@vectoring.uk) or file a warranty claim on the Vectoring online website. You will find this in the FAQ section 'Warranty' on our support page.

To pursue any remedy under this limited warranty, you must provide necessary information to match our records to prove your purchase.

### Safety Information for using your device

- Do not expose your device to liquids.
- Do not drop your product or cause an impact to the device.
- Do not disassemble or modify the device.
- Avoid using in or exposure to extreme temperatures.