



## RETURN POLICY AND LIMITED WARRANTY

Pynged, LLC (“Pynged” or “we”) warrants that the Pynged Power Generation 1 and any other products this Limitation of Liability is packaged with that are manufactured and sold by Pynged (the “Product”) will be free from defects in workmanship and materials, under normal and intended use and conditions (the “Warranty”), for a period of one (1) year following the date of purchase (the “Warranty Period”). Pynged agrees, at its option during the warranty period, to repair any defect in material or workmanship or to furnish a new, repaired, or refurbished product of a value equal to or greater than that of the Product in satisfaction of the warranty claim, without charge to the purchaser. This Warranty is subject to the following terms, conditions, and limitations:

1. Return Policy. The purchaser may, at its own cost, return the Product to Pynged and receive a full refund of all amounts paid, minus shipping and handling, within 30 days of purchase, for any reason whatsoever. To be entitled to a refund, the purchaser must contact Pynged during the return period and obtain a return merchandise authorization; and upon receipt of a return merchandise authorization, the purchaser must, within 15 days, cause the Product to be delivered to Pynged in new, unused condition, with all original product inserts and accessories.
2. Claim Procedure. Download and complete a Warranty Claim Form and submit it by email to [support@pynged.com](mailto:support@pynged.com)

You must provide proof that the Product was purchased within one year of the claim date, and provide the issue, your name, phone number, address, and email address. The claim must be made within one week of discovery of the issue, or within one week from the date the issue should reasonably have been discovered, whichever is earlier. If we determine the claim is valid, including that the Warranty has not been voided and that the issue is not caused by a matter listed in the Limitations section, we will ship a replacement product, free of charge, to the address in the continental United States you indicate. The Product will be replaced within 90 days of our determination that the claim is valid, subject to parts, labor, and replacement product availability.

3. Transferability. This Warranty only extends to the original purchaser and is not transferable
4. Limitations. The Warranty does not cover any of the following:
  - a. Damage to the Product resulting from normal wear and tear;

- b. Failure by any user to follow any manufacturer's recommendation;
- c. Any condition of the Product resulting from other than ordinary use;
- d. Dissatisfaction with the Product due to buyer's remorse;
- e. Damage to the Product incurred during assembly, modification, or maintenance;
- f. Damage to the Product caused by abuse, misuse, neglect, negligence, accident, improper testing, improper installation, improper storage, improper handling, abnormal physical stress, or abnormal environmental conditions;
- g. Damage to the Product, or any part of it, caused by the intentional, reckless, or negligent acts or omissions of the purchaser or any third party; or
- h. Damage to the Product caused by an event constituting Force Majeure, as defined in the General Terms.

5. Warranty Void. The Warranty will be voided by any of the following:

- a. The purchaser's failure to properly maintain the property or otherwise follow Pynged's recommendations or the recommendations of any component manufacturer;
- b. The reconstruction, deconstruction, disassembling, repair, alteration of, or tampering with, the Product, or any component thereof, by anyone other than Pynged or its authorized representatives;
- c. The use on the Product of any hardware or software that has not been approved by Pynged;
- d. The intentional destruction of or damage to the Product by the purchaser or any third party; or
- e. Any attempt to transfer the Warranty without the permission of Pynged.

6. Warranty for Components. The Product consists of parts that are not manufactured by Pynged, including cellular receivers, batteries, and other components. Some of these components may be covered by their own manufacturer warranties. During the Warranty Period, any and all component warranties remain with Pynged. On the day after the last day of the Warranty Period, any component warranties are transferred to the purchaser. Pynged gives no warranty for components of the Product other than as set forth in this Warranty and during the Warranty Period.

7. General Terms. This Warranty is governed by the General Terms included herein.

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