



Warranty Policy

Filisia manufactured products include a 'Two Year Limited Warranty'. This warranty covers material defects or defects of materials due to the manufacturing process for two full years from the original date of purchase. This warranty is available to the original product purchaser and is non-transferrable. Filisia reserves the right to uphold their manufacturer's warranty, at their discretion, as permitted by law.

- All warranty service claims will be validated within the provided time period of 2 years from the original date of purchase. These claims will be confirmed by a technician upon receipt of the defect product under the standard warranty process.
- If documentation identifying the original date of purchase is unavailable, the warranty period may be determined as two years from the date of manufacture stamp/mark/label on or inside the product or its packaging.
- If neither of the prior options stated should be available, the product may be qualified as non-warranty until further clarifying details are produced/provided.

All non-Filisia manufactured products include the original manufacturer's warranty. This warranty is held to the standards of the original manufacturer of the product. All non-Filisia manufactured product warranties will be transferred to the initial purchaser.

Filisia reserves the right to uphold the original manufacturer's warranty at their discretion as permitted by law.

Filisia may offer initial review/service of any product sold by Filisia.

Filisia is responsible for communicating with the original manufacture to care for the defective equipment in a time-sensitive manner and, if necessary, submit defective products to the original manufacturer for extended warranty services.

If possible, Filisia may offer a replacement product to a customer. In this event, Filisia asks that these defective products be returned to prior to replacement items being shipped.

Filisia is not responsible for any changes in the manufacturer's warranty, if any, and will uphold the original warranty period that was provided at the time of original product purchase.

THE FOLLOWING ARE SPECIFIC EXAMPLES OF ITEMS THAT MAY BE COVERED BY WARRANTY:

- Products that display no signs of general misuse/damage or abuse/foreign substance exposure/alteration, yet are not functioning as originally depicted in the products manual/guide within the warranty period.
- Products that display light wear from normal use and are intermittently or abnormally functional within the warranty period.
- If a claim meets all requirements and is validated by a Technician during the warranty period Filisia reserves the right to offer any of the following options at their discretion as necessary and as permitted by law.
- Rework the defective product using new or refurbished replacement parts at no charge to the customer.
- Exchange the defective product with a like item which has been manufactured from new or serviceable used parts and is as close to functionally-equivalent to the original product at no charge to the customer.
- Send replacement parts for the affected product at no charge to the customer.

If replacement products/parts are provided to a customer the remaining warranty of the new product/ part will be covered for the remaining period from the original purchase date of the services product.

- If a product is outside the warranty coverage period and a replacement product/part is provided Filisia will offer coverage for ninety (90) days from the date of receipt of the replacement product/part.

- When a product or part is exchanged, any new replacement item becomes the purchaser's property and the defective item becomes Filisia's property.
- Parts provided by Filisia in fulfillment of a warranty obligation must be used in products for which the warranty service was originally requested.

Warranty Exclusions

Product issues caused by non-material or non-manufacturing related damages/defects are not covered under this warranty. Filisia does not cover any of damages/defects caused to a non-Filisia manufactured product or other consumer electronic devices used in conjunction with any product manufactured or distributed by Filisia. Filisia reserves the right to refute all warranty claims to any non-Filisia manufactured produced or distributed products at their discretion as permitted by law. Examples of products not covered by Filisia warranties;

- Mobile devices/ tablets manufactured by Apple, Dell, Google, Amazon
- Desktop/ laptop devices manufactured by Apple, Dell, Google, Amazon
- Streaming media devices manufactured by Apple, Dell, Google, Amazon
- Smart home/ home automation devices manufactured by Apple, Google, Amazon
- Chargers and cables

EXAMPLES OF MISUSE AND/OR ABUSE INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

General Product Misuse, where the product may or may not show visible signs of damage, such as:

- Improper storage (short/ long term)
- Over-exposure to extreme temperatures
- Connecting to a non-filisia provided power adapter
- Using the incorrect A/C adapter with a product

- Any other additional non-intended use of the product that may cause future damage outside of the originally intended purpose of the product outlined in the product's manual or guide

Physical Damage/ Abuse:

- Falls from over 50 centimetres in elevation
- Cord damage by being cut or severed
- Plastic housing damages by being hit or smashed
- Electronics/sensor damages by being hit or smashed

Foreign Substance Exposure:

- Introducing liquid (juice, water, soda, etc) into / onto the product
- Introducing foreign objects (paper clips, coins, screws, etc) into the product
- Introducing natural foreign objects (dust, dirt, saliva, etc) into the product

Product Alterations:

- Defects or damages resulting from service including testing, adjustment, installation, maintenance, alteration, or software changes/ modification in anyway by someone outside of Filisia
- Serial numbers or date of manufacturing stamps that have been removed, altered, or obliterated
- Broken seals that show evidence of tampering
- Mismatched serial numbers
- Products that have been altered without Filisia's prior consent

THE FOLLOWING ARE SPECIFIC EXAMPLES OF DEFECTS/ DAMAGES NOT COVERED BY WARRANTY:

- Dropping a product into a sink/pool

- Battery was improperly overused and leaked onto circuit board causing corrosion damage to product

THE FOLLOWING ITEMS ARE EXCLUDED ADDITIONALLY FROM THE ABOVE LIMITED WARRANTY COVERAGE:

General Wear and Tear

Any product requiring consumable parts or periodic maintenance necessary to restore/retain device health under normal use.

Any implied warranties, including without limitation the implied warranties of merchantability and fitness for a particular purpose, shall be limited to the duration of the limited warranty. Otherwise the service, replacement, or refund as provided under this limited warranty is the exclusive remedy of the consumer, and is provided in lieu of all other warranties, express or implied. In no event shall Filisia be liable, whether in contract or tort (including negligence) for damages in excess of the purchase price of the product or for any indirect, incidental, special, or consequential damages of any kind, or loss of revenue or profits, loss of business, loss of information or data, software or applications, or other financial loss arising out of or in connection with the ability or inability to use the products to the full extent. These damages may be disclaimed by law. Some countries, states and jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.