

## **BLUECREATION LIMITED WARRANTY**

**This Limited Warranty is to be used in conjunction with the General Terms and Conditions (GENERALTNC-002)**

### **1. GENERAL TERMS**

- 1.1 This limited warranty extends only to the original purchaser. Please note that any warranty services or questions must be accompanied by the order number from the transaction through which the warranted product was purchased. The order number serves as your warranty number and must be retained. BlueCreation will offer no warranty service without this number.
- 1.2 BlueCreation warrants this product and its parts for (1) one year from the original ship date against all defects in material and workmanship.
- 1.3 The Customer must give notice during the warranty period in the event of a problem. During this period, BlueCreation will repair or replace defective parts with new or reconditioned parts at BlueCreation's option, without charge to the Customer. If BlueCreation is not capable of replacing it with an equivalent part, it will refund the part.
- 1.4 BlueCreation 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 its products other than as set forth below. BlueCreation makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.
- 1.5 Except as provided below, BlueCreation is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the part. Under no circumstances shall BlueCreation be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the part.
- 1.6 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.

**2. WARRANTY CONDITIONS:**

- 2.1 The above Limited Warranty is subject to the following conditions:
- 2.2 This warranty extends only to products distributed and/or sold by BlueCreation or its authorized distributors.
- 2.3 This warranty does not cover any BlueCreation products that have been attached, soldered or incorporated into the user's product. Only products that are in 'NEW' condition are covered with this warrantee.
- 2.4 This warranty does not include uninterrupted service or error free service from BlueCreation module.
- 2.5 BlueCreation 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 improper electric current; or (iii) service or alteration by anyone other than an authorized BlueCreation representative; (iv) damages incurred through irresponsible use, including those resulting from viruses or spyware, overclocking, or other non-recommended practices and (v) normal wear and tear.
- 2.6 You must retain your bill of sale or other proof of purchase to receive warranty service.
- 2.7 No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfilment of this warranty.

**3. PROCEDURE FOR OBTAINING WARRANTY SERVICE**

- 3.1 RMA (Returning Merchandise Authorization) Policy: If repairs are required, the customer must obtain a RMA number and provide proof of purchase. To obtain an RMA number, the customer must send an email to [rma@bluecreation.com](mailto:rma@bluecreation.com) including proof of purchase, a description of the problem. BlueCreation will return an RMA number by email. The customer can then ship the returned item to BlueCreation at: BlueCreation, Attention: RMA, St John's Innovation Centre, Cowley Road, Cambridge, CB4 0WS, United Kingdom
- 3.2 Any shipping costs (starting from the original date of purchase) on any item returned for repair is the Customers' responsibility. All returned parts must have a RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be

accepted without an RMA number written on the outside of the package. RMA numbers are only valid for 30 days from the date of issue.

- 3.3 Once BlueCreation receives the returned item(s), BlueCreation will evaluate and confirm whether the returned item(s) is covered under warranty. If the item(s) is covered under the warranty, BlueCreation will first attempt to repair the returned item (s). If the item(s) is not repairable, it will be replaced and BlueCreation will ship the repaired (or replaced) item back to the customer.

#### **4. WARRANTY EXCLUSIONS**

- 4.1 BlueCreation technical support or assistance is provided without any warranties of any kind. BlueCreation accepts no liability for problems caused by damage from improperly applying power to the products.
- 4.2 BlueCreation is not responsible for giving any technical support concerning the installation or integration of the devices into the Customer products.
- 4.3 This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse.
- 4.4 BlueCreation has the option of voiding the warranty if anyone other than a BlueCreation technician attempts to service the product.
- 4.5 BlueCreation 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 BlueCreation.
- 4.6 Under no circumstances will BlueCreation be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees.
- 4.7 BlueCreation will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website.