

imited Warranty Statement

- US
- EU

Warranty Period

| | Product | Warranty Period |
|----------------------|---|-----------------|
| Mi Band | Mi Band sensor | 12 Months |
| | Accessories (Cable & wristband) | 1 Month |
| Mi Power Bank | Main device | 12 Months |
| | Accessories (Cable) | 1 Month |
| Mi Headphones | Main device | 12 Months |
| | Accessories (Cable, ear cushions, adapters) | 1 Month |

30 Day Satisfaction Guaranteed Return Policy

If you are unsatisfied with your purchase, Xiaomi's return policy allows you to return the product purchased on www.mi.com within 30 days counting from the date of receipt of shipment, and request a refund from Xiaomi for any reason.

To qualify for a refund, all the following conditions must be met:

1. A Return Merchandise Authorization (RMA) must be requested from Xiaomi within 30 days from the date of receipt of shipment. To request a RMA, contact Xiaomi Service Team at service.us@xiaomi.com.
2. If the reason for return is not as a result of a Xiaomi product failure, the cost of return shipping will be borne by the customer.
3. The RMA number and necessary contact information (including but not limited to name, phone numbers, address, email, purchased date, etc.) must be clearly displayed on the printing template provided by Xiaomi Service Team or written on paper by the customer, and must be included along with the returned product.
4. Returned product must be in good physical condition (not physically broken or damaged).
5. All accessories originally included with your purchase must be included with your return.
6. Authorization to return does not guarantee credit or exchange. We will issue an exchange or credit upon receipt of the return package.

Additional terms and conditions:

1. RMA is valid for thirty (30) days from the date of issue.

2. Products ordered in November and December can be returned before January 31st of the following year.
3. Shipping and handling charges, gift wrapping fees, and taxes paid (e.g., state, customs, VAT) are not refundable, unless the return is due to inherent Xiaomi product defects. If your order contains multiple products and you only return a part of them, do note that total shipping charges are not refundable. Partial shipping charges are also not refundable.
4. You shall assume all risk of loss or damage to the product while in transit to Xiaomi.
5. If you return a product to Xiaomi, (a) without a RMA from Xiaomi (b) without all parts included in the original package, Xiaomi retains the right to refuse delivery of such return.

Limited Product Warranty

Xiaomi warrants the original purchaser that your Xiaomi product shall be free from defects in materials and workmanship under normal use for a period aforementioned.

Xiaomi does not warrant the operation of the product will be uninterrupted or error-free.

Xiaomi is not responsible for damage arising from failure to following instructions relating to the product's usage.

Remedies

If a hardware defect is found and a valid claim is received by Xiaomi within the Warranty Period, Xiaomi will, at its option and to the extent permitted by law, either (1) repair the product at no charge, use new or refurbished replacement parts or, (2) replace the product with a new or refurbished product.

In the event of a defect, to the extent permitted by law, these are your sole and exclusive remedies. Shipping and handling charges may apply except where prohibited by applicable law. This Limited Warranty is valid only in the jurisdictions where the products are sold by www.mi.com, and is valid to the extent permitted by the applicable laws of such jurisdictions. Any replacement hardware product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer, or for any additional period of time that may be applicable in your jurisdiction.

How to Obtain Warranty Service

A Warranty Service Order must be requested from Xiaomi within Warranty Period from the date of receipt of shipment. To request a Warranty Service Order, contact Xiaomi Service Team service.us@xiaomi.com.

To obtain warranty service, you must deliver the product, in either its original packaging or packaging providing an equal degree of protection, to the address specified by Xiaomi. In accordance with applicable law, Xiaomi may require the customer to furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. It is your responsibility to backup any data, software, or other materials you may have stored or preserved on the product. It is likely that such data, software, or other materials will be lost or reformatted during service, and Xiaomi will not be responsible for any such damage or loss.

Contact Xiaomi

For customer service please contact: service.us@xiaomi.com.

Exclusions and Limitations

This Limited Warranty applies only to the product manufactured by or for Xiaomi, that can be identified by the "Xiaomi" or "Mi" trademark, trade name, or logo affixed to it. The Limited Warranty does not apply to any (a) Damage due to acts of nature or God, for example, lightning strikes, tornadoes and the like; (b) Negligence; (c) Commercial use; (d) Modifications to any part of the Product; (e) Damage caused by use with non-Xiaomi products; (f) Damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes; (g) Damage caused by operating the Product outside the permitted or intended uses described by Xiaomi or with improper voltage or power supply; or (h) Damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Xiaomi. Recovery and reinstallation of software programs and user data are not covered under this Limited Warranty. No Xiaomi reseller, agent, or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

Implied Warranties

Except to the extent prohibited by applicable law, all implied warranties (including warranties of merchantability and fitness for a particular purpose) shall be limited in duration to the duration of this limited warranty. Some jurisdictions do not allow limitations on the duration of an implied warranty, so the above limitation may not apply to you.

Limitation of Damages

Except to the extent prohibited by applicable law, Xiaomi shall not be liable for any incidental, indirect, special, or consequential damages, including but not limited to loss of profits, revenue or data, resulting from any breach of express or implied warranty or condition, or under any other legal theory, even when Xiaomi has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.