

# Warranty

## Limited Warranty

The Ematic brands and its products are owned and operated by Shaghal, Ltd (“Ematic” or the “Company”). This is a limited warranty for the product purchased and contained in this package (the “Product”) to you, as the original retail purchaser of the Product (“you”). For Ematic to honor this limited warranty, you must present a valid, proof of purchase (i.e., a receipt) of the Product.

This warranty is void if Company deems, in its discretion, that the Product may have been damaged through modification, improper use, end user negligence, water damage, or tampering of the bar code of the Product unit. This warranty is a limited warranty for repair/replacement of product, subject to the conditions set forth herein.

EMATIC IS NOT LIABLE FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES AND COMPANY’S TOTAL LIABILITY HEREUNDER SHALL NOT EXCEED AN AMOUNT GREATER THAN THE RETAIL PURCHASE PRICE OF THE PRODUCT.

Subject to the applicable provisions set forth herein, with regard to this limited warranty, you are responsible for all costs in connection with the shipping and handling of the Product to Ematic, and Ematic is likewise responsible for all shipping and handling of the Product back to you. Ematic bears no risk of loss of the Product in connection with the transportation and shipment of the Product in any way relating to this limited warranty.

## 90 DAYS Parts & Labor

Limited Manufacturer’s Warranty - Ematic warrants to you as the original retail purchaser of the Product, that should the Product have any defect, under normal conditions, such defect(s) will be repaired or replaced with new or reconditioned product (at the Company’s option) without charge, if submitted to Ematic within a period of 90 days from the date of purchase of Product. This warranty only covers manufacturer defects and the Product must be returned to Company in its original condition. Proof of Purchase, in the form of a valid receipt, is required.

## 1 YEAR Limited Parts

The 1 Year limited parts warranty gives you the option to return Product to Ematic for repair/replacement. You will be responsible for labor charges. This warranty does not cover any incidental or indirect costs incurred as a result of a defect in the Product, including any consequential, incidental or indirect damages.

## Contact Us

Visit [ematic.us/support](http://ematic.us/support) for customer support regarding your device. To submit a request, fill out the required information online. You will be provided a ticket number regarding your issue, which you can refer to when contacting us further.

You can also reach an Ematic customer service representative by calling: 1-888-968-1985.

We are open Monday - Friday 9AM-5PM PST, except weekends and major holidays.

Ematic strongly urges customers to email their inquiry before calling, as this will enable us to better assist you.

Our email address is: [CustomerService@Ematic.us](mailto:CustomerService@Ematic.us).

Please make sure to include the model number and brief description of the problem you are encountering.

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.