

## **Limited Manufacturer's Warranty**

Das Keyboard offers a limited manufacturer's warranty on all new products. This warranty covers defects in workmanship and materials. Date of purchase and Proof of purchase are required.

### **How long is my Limited Manufacturer's Warranty?**

For all new items you buy, you are eligible for Limited Warranty support for the following periods of time commencing upon the date of retail purchase of your product. Please refer to the below table to check the warranty period of your new item:

Das Keyboard Keyboards	1 year
Division Zero Keyboards	1 year
Division Zero Mice	1 year
Division Zero Mouse Pads	6 months
Division Zero bungee	6 months
Division Zero Top Panels	1 year
Refurbished Das Keyboard and Division Zero Items	90 days

### **Exclusive 3-Year Warranty for Purchase**

Das Keyboard offers a 3-year warranty per product for purchase on all new mechanical keyboards or mice bought from [www.daskeyboard.com](http://www.daskeyboard.com). This warranty covers defects in workmanship and materials, not wear or accidental damage. Date of purchase and Proof of purchase are required.

If Das Keyboard inspects your mechanical keyboard or your mouse and finds that it was defective in materials or workmanship, it will be repaired or replaced at no cost (excluding shipping of the product to Das Keyboard). Das Keyboard will either repair or replace with the same or similar item.

You may not qualify for warranty replacement or repair if your mechanical keyboard is affected by accidental damage, misuse, improper care or alteration, animal attack or the natural breakdown of materials that may occur after extended use of the product. This warranty also excludes claims for incidental or consequential loss.

This warranty does not apply to refurbished keyboards or mice. It's also only valid for U.S. customers at this time.

### **Where can I get Limited Warranty support?**

Many answers to common questions and problems can be found within our knowledge base @ <https://daskeyboard.mojohelpdesk.com/>. If you are unable to find a solution to your problem in

our knowledge base articles you can contact our support team @ <https://daskeyboard.mojohelpdesk.com/mytickets/create#/ticket-form-selection>

## **What are the terms and conditions of the Limited warranty? What is covered?**

Limited Warranty. Das Keyboard/ Division Zero warrants the Product to be free from defects in materials and workmanship (subject to the terms set forth herein) when used normally in accordance with the official documentation for the applicable. Warranty Period from the date of retail purchase.

Exclusions and Limitations. This Limited Warranty does not cover: software, including (without limitation) (i) the operating system and software added to the Das Keyboard / Division Zero branded hardware products through our factory-integration system, (ii) third-party software, or (iii) the reloading of software, software configurations or any data files; problems with and/or damage to the Product caused by using accessories, parts, or components not made by Das Keyboard/ Division Zero; damage caused by service (including upgrades and expansions) performed by anyone who is not officially acting as an employee, representative or sub-contractor of Das Keyboard / Division Zero; claims arising from any unacceptable use or care of the Product, including (without limitation) misuse, abuse, negligence, unauthorized modification or repair, unauthorized commercial use or any operation of the Product outside Das Keyboard / Division Zero's recommended parameters; claims arising from external causes, including (without limitation), accidents, acts of God, liquid contact, fire or earthquake; Products with a serial number or date stamp that has been altered, obliterated or removed; Products for which Das Keyboard /Division Zero will not receive payment; or cosmetic damage, minor cosmetic abnormalities (including minor pixel abnormalities) and normal wear and tear, including (without limitation), scratches, dents and chips.

Remedies under this Limited Warranty. If an eligible claim on the Limited Warranty is received by Das Keyboard within the applicable Warranty Period, Das Keyboard / Division Zero will (at its sole option) either: (a) repair the Product or the defective parts at no charge, using new or refurbished replacement parts; (b) provide online Das Keyboard / Division Zero Store vouchers of a value equivalent to the retail purchase price of the Product; or (c) exchange the Product with a Product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original Product. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. Das Keyboard / Division Zero reserve the sole right to determine whether a claim is eligible and/or whether the Product is defective. Where the Product is an "end of life" Product model, Das Keyboard / Division Zero may (at its sole option) exchange the Product with a functionally equivalent substitute model from Das Keyboard / Division Zero's current Product range. Das Keyboard/ Division Zero has the sole option to provide any other type of remedy in addition to or in substitution of the aforesaid remedies. Repaired or exchanged Products shall be warranted free from defects for a period of ninety (90) days after date of repair or exchange (as the case may be), or for the remainder of the original Warranty Period, whichever is longer.

Entire Limited Warranty. ALL IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY PERIOD. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, ARE DISCLAIMED. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This Limited Warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction. No Das Keyboard supplier, dealer, agent, or employee is authorized to alter or extend the terms of this Limited Warranty or to make any representation whatsoever. Das Keyboard / Division Zero reserve the right to amend the terms of this Limited Warranty at any time without notice. Limitation of Liability. TO THE EXTENT NOT PROHIBITED BY LAW, IN NO EVENT WILL DAS KEYBOARD / Division Zero BE LIABLE FOR ANY LOST DATA, LOST PROFIT, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL OR PUNITIVE DAMAGES (OTHER THAN PERSONAL INJURY DAMAGES), HOWEVER CAUSED REGARDLESS OF THE THEORY OF LIABILITY, ARISING OUT OF OR RELATED TO THE USE OF OR INABILITY TO USE A PRODUCT, EVEN IF DAS KEYBOARD HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL DAS KEYBOARD'S LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT. The foregoing limitations will apply even if any warranty or remedy provided under this Agreement fails of its essential purpose. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Help Resources. Before lodging a claim on the Limited Warranty, please review the online help resources at <https://daskeyboard.mojohelpdesk.com/>. If the Product is still not functioning properly after making use of these resources, please contact Das Keyboard / Division Zero through <https://daskeyboard.mojohelpdesk.com/mytickets/create#/ticket-form-selection> <https://divisionzero.mojohelpdesk.com/mytickets/create#/ticket-form-selection> or your authorized distributor or dealer. You may be required to assist with the diagnosis process to verify and ascertain any issues which you may be facing with the Product. Service options, parts availability and response times may vary depending on the country in which the Limited Warranty claim is lodged.

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.