

Warranty

What does this warranty cover?

Caeden, Inc. (“Caeden”) warrants that a Caeden product (“Product”) will be free from defects in workmanship and materials under normal use when used in compliance with the Product Guide included with your device.

Who is covered under this warranty?

This limited warranty is non-transferable and covers only the original end purchaser. An original or copy of a sales receipt from an original Caeden authorized retailer is required for warranty service. This warranty does not cover products purchased through online auction websites. Online auction sales confirmations are NOT accepted for warranty verification.

How long does the coverage last?

The warranty coverage lasts for a period of one year from the original purchase date (“Limited Warranty Period”). The Limited Warranty Period will terminate if the original end purchaser transfers the Product. If the Product is replaced pursuant to this warranty, then the warranty period for the replacement Product will be for the remainder of the original Limited Warranty Period.

What does this warranty not cover?

This warranty does not cover defects to the Product caused by normal wear and tear, misuse, lack of care, mishandling, accident, abuse, blown speakers, cut cords, bent audio jacks, scratches, stains, loss, theft, or other abnormal use of the Product other than for its intended purpose. This warranty is void if defects are caused by improper or incorrectly performed repair or maintenance; if the Product has been modified, altered, or customized; or if defects arise from causes beyond the materials or workmanship of the Product. This warranty does not cover any third party products or services used in connection with the Product.

What will Caeden do in the event of a warranty claim?

If Caeden confirms that a Product is covered by the limited warranty, Caeden at its option will either: (1) repair the Product at no charge using new or reconditioned parts; (2) exchange the Product with a functional equivalent Product that is new or reconditioned; or (3) refund the original purchase price. Caeden will fulfill its warranty obligations as set forth above within 30 days of confirming that a Product is covered by the warranty.

The remedy set forth above represents your sole and exclusive remedy for a breach of this limited warranty, as well as Caeden’s sole and entire liability. Repair or replacement (including parts, labor, and shipping costs) will be made at Caeden’s expense. Caeden reserves the right to send you a replacement Product that is the same or of a similar style, or a functional equivalent that may not be of like kind (depending on availability). Replacement Products will be furnished only on an exchange basis.

How to make a warranty claim?

Warranty claims can be made directly to Caeden by contacting Caeden Customer Service at support@caeden.com. Proof of purchase is required to verify eligibility of your claim.

Once Caeden receives your returned Product, Caeden will evaluate your claim (typically within 7-10 business days) to determine whether the returned Product is eligible for service under this warranty. If Caeden determines that your returned Product is not defective or is not eligible for warranty service, Caeden will ship your Product back to you at Caeden’s expense. If Caeden determines that there is a defect with the Product that is covered under this warranty, Caeden will remedy the defect as set forth in this limited warranty.

Caeden is not liable for Products that are damaged or lost in transit to Caeden. We recommend that you ship your returned products to Caeden via a shipment method that offers tracking. To the extent applicable, you are responsible for any customs fees, including, but not limited to, taxes, duties and brokerage.

All Products returned to Caeden will be subject to review for authenticity. Products determined to be counterfeit will be confiscated and turned over to Caeden's legal department for appropriate action. Counterfeit products will not be returned, and consumers should seek restitution from their original place of purchase.

Limitation of Liability

IN NO EVENT SHALL CAEDEN OR ITS SUPPLIERS BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR EXEMPLARY DAMAGES ARISING OUT OF THE USE OF THE PRODUCT, INCLUDING, WITHOUT LIMITATION, PROPERTY DAMAGE, LOSS OF VALUE OF THE PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, OR LOSS OF USE OF THE PRODUCT OR ANY THIRD PARTY PRODUCTS THAT ARE USED IN OR WITH THE PRODUCT, EVEN IF CAEDEN HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. CAEDEN HAS NO LIABILITY FOR ANY DAMAGE OR DESTRUCTION TO CONSUMER ELECTRONICS DEVICES OR OTHER PERSONAL PROPERTY THAT ARE USED IN CONJUNCTION WITH THE PRODUCTS, INCLUDING, WITHOUT LIMITATION, LAPTOPS, CELL PHONES, MP3 PLAYERS, DVD PLAYERS OR HANDHELD DEVICES, OR ANY LOSS OF DATA CONTAINED IN ANY OF THE FOREGOING DEVICES OR ANY SIMILAR DEVICES. NOTWITHSTANDING ANY DAMAGES THAT YOU MIGHT INCUR FOR ANY REASON WHATSOEVER (INCLUDING, WITHOUT LIMITATION, ALL DAMAGES REFERENCED HEREIN AND ALL DIRECT OR GENERAL DAMAGES IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE), THE ENTIRE LIABILITY OF CAEDEN AND ANY OF ITS SUPPLIERS SHALL BE LIMITED TO THE AMOUNT ACTUALLY PAID BY YOU FOR THE PRODUCT. SOME STATES AND/OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, 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 which vary from state to state and/or jurisdiction to jurisdiction. This document is subject to, and incorporated by reference into, the Caeden Terms of Service available at: www.caeden.com/termservice

For additional questions, contact support@caeden.com.

Website: <http://www.caeden.com>

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.