

One Year Limited Warranty

Twelve South, LLC warrants its products for ONE YEAR against defects in workmanship or materials.

The warranty does not cover normal wear and tear, or damage due to accident, abuse, misuse, modification, water, pets, children, or acts of God. *For example, your BookBook gets scratched or becomes a chew-toy? Bummer, but not covered. You drive off with PlugBug on the roof of your car or an earthquake crushes your BookArc? So sorry, but not covered.*

We believe in our products and want to provide you with a replacement, if needed, but we have to know about the problem while the product is still under warranty. If we replace a product for you, the replacement assumes the remaining warranty of the original product or is warranted for 90 days from the date of replacement, whichever provides you with longer coverage. *In other words, please don't wait to tell us if something goes wrong with your Twelve South product.*

Twelve South's warranty is limited to our product only. Our warranty does not cover the replacement or repair cost of any third-party accessory, electronic device or personal property.

Our warranty only extends to the original owner, beginning on the day of purchase, and only to products purchased from our website or an authorized reseller. Products purchased from any auction, warehouse, or discount site do not carry the Twelve South warranty. *For example, if you buy it on eBay, Warehouse Deals, or from your Uncle Larry, you're on your own.*

Sorry, but under no circumstances can we grant a warranty request without a dated proof of purchase (receipt) from our website or an authorized reseller. It's not that we don't trust you, but memory is notoriously fallible, time flies, and counterfeits can be pretty darned convincing.

Unless a product is no longer available, your replacement will be an identical product to the original. If an identical product is no longer available, we'll send you the closest product available in terms of performance, reliability, appearance, and functionality to the original product. *So, nope, we can't replace your defective black Compass with a red one, or substitute a BookBook for iPhone 4 for a BookBook for iPhone 5.*

Upon receipt of a replacement product or part, the original product or part becomes property of Twelve South.

This warranty is void if you modify the product. *Cut a camera hole into the BookBook for iPhone 4? That one is yours forever and ever.*

If a product arrives defective or you tell us about the problem within 30 days of purchase, we'll pay for shipping in both directions. If you tell us about a problem after 30 days of purchase – no matter when the failure arose – you'll be responsible for returning it to us, prepaid, prior to the replacement being shipped. We'll pay for shipping the replacement back to you. *If you request a*

warranty replacement in a country that is not the country where you purchased it, you will be responsible for all customs, duties, V.A.T. and other associated taxes and shipping charges.

If you purchased your product anywhere other than Twelve South, or you purchased it from Twelve South more than 30 days before the date of the warranty claim, it will have to be returned to us prior to the replacement being shipped.

[Contact us](#) for additional instructions on how to obtain warranty service. You must follow Twelve South's warranty processes.

Software distributed by Twelve South with or without the Twelve South brand name (including, but not limited to system software) is not covered under this Limited Warranty. Refer to the licensing agreement accompanying the software for details of your rights with respect to its use. Twelve South does not warrant that the operation of the product will be uninterrupted or error-free. Twelve South is not responsible for damage arising from failure to follow instructions relating to the product's use.

Sorry, but our lawyers made us include this stuff:

To the extent permitted by applicable law, this warranty and the remedies set forth above are exclusive and in lieu of all other warranties, remedies and conditions, whether oral or written, statutory, express or implied. As permitted by applicable law, Twelve South specifically disclaims any and all statutory or implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose and warranties against hidden or latent defects. To the extent permitted by applicable law, Twelve South is not responsible for any damages resulting from any breach of warranty or condition, or under any other legal theory, or for use or misuse of any Twelve South product. If Twelve South cannot lawfully disclaim statutory or implied warranties, or disclaim any or all damages, then to the extent permitted by applicable law, all such warranties shall be limited in duration to the duration of the express warranty and to the repair or replacement service as determined by Twelve South in its sole discretion, and all such damages are disclaimed or limited to the maximum extent permitted by applicable law.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you. This limited warranty is governed by and construed under the laws of the country in which the product purchase took place. For consumers who are covered by consumer protection laws or regulations in their country of purchase or, if different, their country of residence, the benefits conferred by this warranty are in addition to all rights and remedies conveyed by such consumer protection laws and regulations.

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.

