

Warranty



IF YOU NEED ANYTHING AT ALL,

PLEASE CALL US at 1 (250) 893-1623

Anytime! If you cannot sleep and it is 3am, feel free to give us a call!



Warranty

It is the owner's responsibility to thoroughly read and understand the Instructions. Regardless of the length of the warranty, HoopLight, does not infer that its products will last forever or cannot be broken. All HoopLight products have a finite, limited useful product life cycle. The length of this useful life cycle will vary by environment, weather conditions, playing frequency, handling, and type of use the HoopLight product is subjected to. A worn out HoopLight product does not indicate it is warrantable, rather that the HoopLight product has outlived (exceeded) its useful product cycle.

HoopLight, warrants HoopLight products against defects in material and workmanship, subject to the following limitations, terms, and conditions:

Warranty length is 90 days.

- 1. This warranty only applies to the original retail purchaser and is not transferable.*
- 2. HoopLight's sole obligation during the acceptable duration of this warranty is, AT HOOPLIGHT'S OPTION, to repair or replace the product with a current item that is equivalent in construction, design, or value.*
- 3. HoopLight's liability under this limited warranty shall never exceed the amount of the original purchase.*

TO OBTAIN SERVICE UNDER THIS WARRANTY, YOU MUST:

- 1. Return your Hooplight to our office address - 1945 Ferndale Rd. V8N 2Y4 Victoria, BC, Canada. A HoopLight that has had components removed or tampered with, cannot be evaluated or warranted.*
- 2. Provide proof of purchase, including but not limited to the retail bill of sale, your credit or debit card receipt, or other satisfactory proof of the date of purchase.*

THIS WARRANTY DOES NOT APPLY TO DAMAGE OR FAILURE DUE TO:

- 1. Accidents, alteration, abuse, neglect.*
- 2. Material fatigue, normal wear and tear.*
- 3. Improper installation*
- 4. Water damage from improper replacement of batteries*
- 5. Wire damage from improper use and installation.*

THIS WARRANTY ALSO EXCLUDES:

1. *HoopLight products, which have been repaired, repainted, or have had the original product altered in anyway.*
2. *Wires that have been stretched and/or disconnected from their sockets, can be a sign of misuse or abuse and are not covered under this warranty.*
3. *Personal product freight costs to or from HoopLight.*
4. *Any additional costs associated with the incompatibility of the existing product and any future product iterations. These costs are the responsibility of the consumer.*

This warranty is expressly in lieu of all other warranties, and any implied warranties of merchantability or fitness for a particular purpose created hereby, are limited to the same duration as the express warranty herein. HoopLight shall not be liable for any incidental or consequential damages. Retailers and wholesale outlets for HoopLight products are not authorized to modify this warranty in anyway. This warranty gives the original owner specific legal rights.

Complete parts are included with each HoopLight product but are not necessarily shown in photographs. All HoopLight products are covered under warranty. HoopLight specifications are subject to change without prior notice. HoopLight is a registered trademark of the HoopLight. HoopLights are distributed by HoopLight.

Photosensitive seizure warning

A very small percentage of people may experience a seizure when exposed to certain visual stimuli, including flashing lights or patterns. Even people who have no history of seizures or epilepsy may have an undiagnosed condition that can cause these “photosensitive epileptic seizures” while playing with light products.

These seizures may have a variety of symptoms, including lightheadedness, altered vision, eye or face twitching, jerking or shaking of arms or legs, disorientation, confusion, or momentary loss of awareness. Seizures may also cause loss of consciousness or convulsions that can lead to injury from falling down or striking nearby objects.

Immediately stop playing and consult a doctor if you experience any of these symptoms. Parents should watch for or ask their children about the above symptoms. Children and teenagers are more likely than adults to experience these seizures.

The risk of photosensitive epileptic seizures may be reduced by taking the following precautions:

- Play in a well-lit area
- Do not play if you are drowsy or fatigued

If You or any of your relatives have a history of seizures or epilepsy, consult a doctor before playing