

SPACETALK

Contact Us

SPACETALK PTY LTD

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SPACETALKWATCH UK LTD

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Email: support@spacetalkwatch.co.uk

EU Compliance Declaration

SPACETALKWATCH UK LTD hereby declares that your SPACETALK device is in compliance with the essential requirements and other relevant provisions of the Radio Equipment Directive 2014/53/EU. A copy of the EU Declaration of Conformity is available in the download section of our support website at:

www.spacetalkwatch.co.uk/support



EU Disposal Information

The symbol above means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.



Manufacturer's Limited Warranty

Your SPACETALK watch and in-box accessories are warranted by SPACETALK ('SPACETALK', 'we' or 'us') for one year against defects in materials and workmanship commencing from the original date of purchase. SPACETALK accessories purchased separately are warranted against defects in materials and workmanship for six months from the original date of purchase. SPACETALK is not responsible and this warranty does not apply if your SPACETALK watch or accessory is:

- Damaged by use with products not sold or licensed by SPACETALK (including, for example, games and accessories not manufactured or licensed by SPACETALK);
- Used for commercial purposes;
- Opened, modified, or tampered with, or its serial number is altered or removed;
- Damaged due to normal wear and tear;
- Damaged by any external cause, whether by you or someone else using your SPACETALK watch or accessory, including for example: By being dropped; Misuse, abuse. Negligence, or accident; Mishandling; Damage during shipment, except from SPACETALK or an authorized retailer to you; Exposed to liquid; Scratched, dented etc. or shows other cosmetic damage; Failure to follow instructions in the instruction manual for the SPACETALK watch or Accessory; or
- Repaired by anyone other than SPACETALK.

To obtain service under this warranty, refer to the 'Contact Us' section within this document or visit our websites for the latest support information. Available service options will be dependent on country in which service is requested and may be restricted to original country of sale. Call charges and domestic or international shipping charges may apply depending on location.

We will either repair, replace or refund your products at our sole discretion subject to applicable local consumer laws and regulations.

When making a claim under this warranty, you may be required to furnish proof of purchase details.

To the extent permitted by law, all implied warranties are excluded and the remedies set out in this Manufacturer's Limited Warranty are your sole remedy in connection with your purchase of the SPACETALK watch or its accessories.

SPACETALK is not responsible for any indirect, incidental, special or consequential damages; any loss of data, privacy, confidentiality, or profits; or any inability to use your SPACETALK watch or accessories to the maximum extent permitted by law. These exclusions apply even if SPACETALK has been advised of the possibility of these damages. Some countries and regions do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

For consumer purchases within Australia

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

For consumer purchases within the UK

The SPACETALK Manufacturer's limited warranty is a voluntary manufacturer's warranty. The SPACETALK Manufacturer's warranty benefits are in addition to and not instead of, rights provided by consumer law.

Under consumer laws in the UK, consumers are entitled to a free of charge repair or replacement, discount or refund by the seller, for defective goods or goods which do not conform with the contract of sale. For goods purchased in England or Wales, these rights expire six years from delivery of the goods and for goods purchased in Scotland, these rights expire five years from delivery of the goods.

If a repair or replacement is not possible, would impose a disproportionate burden on the seller, or could not be performed in a reasonable time and without significant inconvenience to the consumer, the consumer may choose either to have the price reduced or to withdraw from the contract by returning the product in exchange for a full refund. A consumer is also entitled to return the product in exchange for a full refund if they reject the goods within 30 days or if the product does not conform with the contract after one repair or replacement.

General Conditions

In order to make a claim under this warranty, on discovery of a fault with the product, you must promptly cease using the product and either:

- contact us using the contact details in the 'Contact Us' section, identifying the relevant issue with the product; or
- contact the retailer (if it was not SPACETALK) from whom you purchased the product, identifying the relevant issue with the product.

Products must be returned in accordance with our returns policy.

Return postage and or courier fees are your responsibility initially. You are entitled to recover reasonable postage or

transportation costs from us if the product is confirmed to have a warranty problem, upon providing reasonable evidence of those costs.

You assume the risk of loss or damage to the good posted or sent to SPACETALK and or returned by us to you.

If the product is found not to have a problem, you may be required to pay our costs in inspecting the product. We will provide an estimate of this cost to you before you return the product.

Data may be lost during the repair process. It is the responsibility of the customer to ensure that all personal data is deleted before the product is returned to SPACETALK.

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 goods.

Conditions of Use

SPACETALK smartwatches and the AllMyTribe app must never be solely relied upon to ensure the safety, whereabouts or location of the wearer of the device.

We make no guarantees, representations or warranties regarding the accuracy or reliability of location data and notifications. The accuracy of location varies from location to location and must never be solely relied upon to identify location of your child.

SPACETALK and the AllMyTribe app can be useful for identifying where your child may be located, or where they were located, however a condition of use of SPACETALK and the AllMyTribe app is that you accept the map locations and notifications presented may be significantly inaccurate.

You must never solely rely on the information given by our systems to form an opinion about your child's safety.