



Wipebook Corp | 112 John Cavanaugh Drive, Unit 19 | Ottawa, Ontario | Canada | K0A1L0

### Wipebook Warranty Details

Wipebook warrants that its products will be free from reasonably agreed upon defects in materials and workmanship for the Limited Warranty Period provided below. During the Limited Warranty Period, Wipebook will, at its option:

- Provide replacement parts necessary to repair the PRODUCT;
- Repair the PRODUCT or replace it with a comparable; or
- Refund the amount you paid for the PRODUCT upon its return.

Replacement parts and/or the whole PRODUCT replacement will be new.

This limited warranty extends only to you, the original purchaser, and is not transferable to anyone who subsequently purchases or otherwise obtains the product.

### Limited Warranty Period

Wipebook will warrant its products for 15 days from the date of purchase. This warranty includes coverage of:

- The worksheets;
- The binding;
- Markers; and
- The front and back covers.

### Shipping Costs

Wipebook will cover the costs associated with returning a new PRODUCT or replacement parts in North America.

### Limitations and Exclusions:

THIS LIMITED WARRANTY DOES NOT COVER, AND WIPEBOOK IS NOT RESPONSIBLE FOR:

- DAMAGES CAUSED BY MISUSE, ABUSE, ACCIDENTS, FIRE, THEFT, DISAPPEARANCE, MISPLACEMENT;
- DAMAGES CAUSED BY USAGE THAT IS NOT IN ACCORDANCE WITH PRODUCT INSTRUCTIONS, FAILURE TO FOLLOW THE PRODUCT INSTRUCTIONS OR FAILURE TO PERFORM CLEANING OR PREVENTIVE MAINTENANCE;
- DAMAGE CAUSED BY A PRODUCT OR PART THAT HAS BEEN MODIFIED TO ALTER FUNCTIONALITY OR CAPABILITY;
- RESULTS OF NORMAL USAGE, SUCH AS GRADUAL IMAGE DEGRADATION;
- NORMAL WEAR AND TEAR;
- MINOR IMPERFECTIONS THAT MEET DESIGN SPECIFICATIONS;
- COSMETIC DAMAGE OR EXTERIOR FINISH THAT DOES NOT AFFECT FUNCTIONALITY;



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### Coverage: Reseller or Wholesaler Purchase

The warranty is restricted to direct purchases from Wipebook and MAY not include sales stemming from resellers and wholesalers. If you have purchased the original PRODUCT from a reseller or wholesaler, please contact them directly for warranty specifics.

### To Obtain Warranty Service

- You must obtain warranty service and replacement parts or PRODUCTS from Wipebook;
- To initiate the warranty process you must send an e-mail to [shopify@wipebook.com](mailto:shopify@wipebook.com) to inform Wipebook of the issue. In the e-mail you must provide any relevant information such as: your name, e-mail address, order number, product name, and date of purchase;
- You may be requested to provide photos of the damaged part or the whole PRODUCT if need be;
- You may be asked to ship the damaged PRODUCT or part to Wipebook at our corporate address provided above;
- Wipebook support personnel will work with you to come to a resolution which will include one of: a replacement part, a replacement PRODUCT, a full or partial refund;
- Wipebook will cover ALL replacement parts and shipping costs in North America only;
- You may be requested to deliver the PRODUCT, freight/shipping prepaid by Wipebook, in either its original packaging or packaging affording an equal degree of protection.