



# MICRO:BIT INKSMITH WARRANTY

Your micro:bit After-Sale InkSmith Warranty for the micro:bit or micro:bit Go Pack (the “**Product**”) is governed by these Terms and Conditions (the “**Terms**”) and constitutes the service contract (the “**Contract**”) between InkSmith Limited (“**InkSmith**”) and you (“**Customer**”).

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Questions? Get in touch!

 [tech@inksmith.ca](mailto:tech@inksmith.ca)  
 1-844-465-7684  
 [www.inksmith.ca](http://www.inksmith.ca)

180 St. Leger Street  
Kitchener, Ontario, N2H 4M5

## 1. WHAT ARE WARRANTED ITEMS AND RESPECTIVE WARRANTY PERIODS?

Product Category	Warranty Period
micro:bit board	3 Months
Electronic Components	3 Months
Others (Mechanical parts, consumable parts, batteries, etc.)	The Limited Warranty is not applicable. InkSmith only replaces defective parts.

## 2. WHAT ARE INKSMITH'S WARRANTY POLICIES?

**Replacement:** With respect to any defective product for which InkSmith has been notified of the defect within seven calendar days from the date of a valid receipt, InkSmith will, at InkSmith's discretion, provide you free of charge a replacement of the same product or a later product with equivalent performance after the defect has been confirmed by InkSmith or third party testing laboratories. The replaced or refunded item becomes InkSmith's property.

**Replenishment:** If you find any parts missing from your products within seven calendar days of a valid receipt, InkSmith will ship you the part(s) free of charge after it has been confirmed by InkSmith or third party testing laboratories.

**Free Repairs:** During the Warranty Period, if you find any performance issue within the product which is covered by this Limited Warranty, InkSmith will provide free service to repair or replace defective components after the issue has been confirmed by InkSmith or third party testing laboratories.

**Paid Repairs:** For quality issues found in products not eligible for free repairs, InkSmith will provide paid replacement of the product. The cost will vary according to the specific products

## 3. THIS LIMITED WARRANTY DOES NOT COVER ANY DAMAGE CAUSED BY:

(1) any failure of the product due to not matching national standards in the operating environment, including but not limited to overvoltage, overcurrent, lightning, extreme temperature, extreme humidity, vibration, (2) external causes such as earthquake, fire, (3) unexpected factors or human behaviors damage the products, such as liquid contact, abuse, oxidation, rust, (4) failure to follow the product instructions to install, use, maintain, store the product, (5) unauthorized modification, decomposition, and assembly of the product, (7) transportation or storage when the purchaser ships the product back to InkSmith, (8) including but not limited to other non-design, technical, manufacture, quality issues.

#### 4. SPECIAL NOTES

The packing of the product, free gifts, consumable parts, and mechanical parts are not covered by this warranty. If you find any damage upon receiving, InkSmith will provide you with a free replacement. Please check the product condition after the receipt thereof. InkSmith will charge certain fees if you ask to add packaging, accessories or require refurbishment service. No warranty issued by an authorized distributor is covered by this warranty policy, and InkSmith shall not be held liable. In order to receive any benefits from the distributor's warranty and/or other policies, please keep any documents obtained during the purchase.

- If you purchase the product through an authorized distributor, please contact the distributor's customer service first.
- The "Replacement/Warranty Period" starts from the date of the receipt.
- In terms of discontinued products or the products which are going to be discontinued InkSmith will publish relevant announcements and inform authorized distributors to notify customers of the deadline of the Warranty Period. InkSmith and its authorized distributors will terminate the warranty service after the deadline of the Warranty Period.
- Regarding the repaired or replaced product, it shall be warranted for two months after the date InkSmith shipped it. If the original product remaining Warranty Period is more than two months, the original Warranty Period applies.
- The Limited Warranty does not apply to products that were resold by unauthorized resellers.

#### 5. NOTICES TO CUSTOMER SERVICE

If your product has failed or malfunctioned, you can apply for replacement/repair service with your receipt, invoice or other relevant proof of purchase, at the place where you purchased the product. The authorized distributors could assist their customers to apply for replacement/repair service at InkSmith branches or headquarter. When you cannot contact your distributor, please contact InkSmith branches or the customer service at the company's headquarter.

During the Warranty Period, InkSmith will cover shipping cost for any product which is eligible for free repairs. Regarding the products for which the Warranty Period has expired, InkSmith also provides technical support. Limited maintenance with customer bearing all related costs (freight, maintenance cost, customs tax and so on) will be provided based on InkSmith's analysis of the product(s).

For detailed Warranty Service Instructions, please contact [tech@inksmith.ca](mailto:tech@inksmith.ca)

This limited warranty applies to the global market, and InkSmith has the right to adjust it according to the consumer protection laws from different states or jurisdictions.

## **HOW CONSUMER LAW RELATES TO THIS WARRANTY**

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE (OR BY COUNTRY OR PROVINCE). OTHER THAN AS PERMITTED BY LAW, INKSMITH DOES NOT EXCLUDE, LIMIT OR SUSPEND OTHER RIGHTS YOU MAY HAVE, INCLUDING THOSE THAT MAY ARISE FROM THE NONCONFORMITY OF A SALES CONTRACT. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE.

## **WARRANTY LIMITATIONS SUBJECT TO CONSUMER LAW**

TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. INKSMITH DISCLAIMS ALL STATUTORY AND 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 LAW. IN SO FAR AS SUCH WARRANTIES CANNOT BE DISCLAIMED, INKSMITH LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT INKSMITH'S OPTION, THE REPAIR OR REPLACEMENT SERVICES DESCRIBED BELOW. SOME STATES (COUNTRIES AND PROVINCES) DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.