



## WARRANTY

### Part A – Limited Warranty

### Part B – Warranty Period of Parts

### Part C – Country/Region Specific Terms

### Part A – Limited Warranty

These MARBL LLC After-Sales Policies (these “Policies”) only apply to MARBL LLC products that you purchased from MARBL LLC authorized retailers (excluding crowdfunding organizations) for your own use and not for resale.

English is the prevailing language for all MARBL LLC warranties unless otherwise provided for in an alternate language.

By using your MARBL LLC product, you agree to be bound by these Policies. If you are not eligible or do not agree to any of the Terms, do not use your MARBL LLC product. You may be entitled to a full refund of your purchase of the Product if you return the inactivated Product within five (5) days in accordance with Part C of these Policies.

#### ***What is Covered***

Under this Limited Warranty, MARBL LLC warrants that each MARBL LLC product that you purchase will be free from material and workmanship defects under normal use in accordance with MARBL LLC’s published product materials during the warranty period. MARBL LLC’s published product materials include, but not limited to, user manuals, safety guidelines, specifications, in-app notifications, and service communications.

The warranty period for different products and parts varies, please check [www.marborbit.com/warranty](http://www.marborbit.com/warranty) to verify the duration of the warranty for your particular product or parts. The warranty period for a product starts on the day such product is delivered. If you cannot provide invoice or other valid proof of purchase, then the warranty period will start from 90 days after the shipping date that shows on the product, unless otherwise agreed upon between you and MARBL LLC.

#### ***How to Obtain Warranty Service***

If a product does not function as warranted during the warranty period, you may obtain after-sales service by contacting MARBL LLC’s local service center as provided in Part C of these Policies or through <http://www.marbl.com/support>. You will need to provide a valid proof-of-purchase, receipt, or order number (for MARBL LLC Direct Sales) for the warranty service.

Charges may apply for services not covered by this Limited Warranty. Please contact MARBL LLC for information specific to your unit and location.

Please note that the warranty service is only available in the respective MARBL LLC service regions where you purchased your MARBL LLC product.

#### ***What will MARBL LLC do***

MARBL LLC will attempt to diagnose and resolve your problem by telephone, e-mail, or online chat. MARBL LLC may direct you to download and install particular software updates.

If your problem cannot be resolved over the telephone or through the application of software updates, you may be required to deliver the product to MARBL LLC for further examination. MARBL LLC will arrange for repair or replacement service at no cost if the problem falls under this Limited Warranty. In most cases repairs can be performed quickly by the end user with simple to replace parts. Often times MARBL LLC will opt to send replacements parts first before requesting that a product be sent in for repair.

It is your responsibility to remove or backup any removable media or parts, data, software, or other materials you may have stored or preserved on your MARBL LLC product. It is likely that any media or parts, data, software, or other materials (like pictures, music, videos, etc.) will be lost or reformatted during service and MARBL LLC will not be responsible for any such damage or loss.



## ***What this After-Sales Policy Does Not Cover***

This policy does not cover the following:

- Damage to equipment caused by improper installation. Read safety warnings on product and manual to protect your safety and warranty.
- Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with official instructions or manuals.
- Water damage or other damages caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- Damage caused by a non-authorized service provider.
- Damage caused by unauthorized modification of circuits and mismatch or misuse of the battery and charger.
- Damage caused by flights which did not follow instruction manual recommendations.
- Damage caused by operation in bad weather (i.e., strong winds, rain, sand/dust storms, etc.)
- Damage caused by operating the product in an environment with electromagnetic interference (i.e., in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.).
- Damage caused by operating the product in an environment suffering from interference from other wireless devices (i.e., transmitter, video-downlink, Wi-Fi signals, etc.).
- Damage caused by operating the product with weights heavier than specified by instruction manuals.
- Damage caused by a forced operation when unit is displaying abnormal operation characteristics.
- Damage caused by reliability or compatibility issues when using unauthorized third-party parts.
- Damage caused by operating the unit with a low-charged or defective battery.
- Uninterrupted or error-free operation of a product.
- Loss of, or damage to, your data by a product.
- Any software programs, whether provided with the product or installed subsequently.
- Failure of, or damage caused by, any third-party products, including those that MARBL LLC may provide or integrate into the MARBL LLC product at your request.
- Damage resulting from any non-MARBL LLC technical or other support, such as assistance with “how-to” questions or inaccurate product set-up and installation.
- Products or parts with an altered identification label or from which the identification label has been removed.

## ***Limitation of Liability***

WHEN RECEIVING SERVICE, MARBL LLC IS RESPONSIBLE FOR LOSS OR DAMAGE TO YOUR PRODUCT ONLY WHILE IT IS IN MARBL LLC'S POSSESSION OR IN TRANSIT, IF MARBL LLC IS RESPONSIBLE FOR TRANSPORTATION.

MARBL LLC IS NOT RESPONSIBLE FOR LOSS OR DISCLOSURE OF ANY DATA, INCLUDING CONFIDENTIAL INFORMATION, PROPRIETARY INFORMATION, OR PERSONAL INFORMATION, CONTAINED IN A PRODUCT. UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, SHALL MARBL LLC, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY AND REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY: 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES; 2) LOSS, DAMAGE OR DISCLOSURE OF YOUR DATA; 3) SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. IN NO CASE SHALL THE TOTAL LIABILITY OF MARBL LLC, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT.

THE FOREGOING LIMITATION DOES NOT APPLY TO DAMAGES FOR BODILY INJURY (INCLUDING DEATH), DAMAGE TO REAL PROPERTY OR DAMAGE TO TANGIBLE PERSONAL PROPERTY FOR WHICH MARBL LLC IS LIABLE UNDER LAW.

AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## ***Limitation of Warranty***

TO THE EXTENT PERMITTED BY LAW, EXCEPT AS EXPRESSLY PROVIDED IN THIS LIMITED WARRANTY, MARBL LLC DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER STATUTORY, EXPRESS, OR IMPLIED, INCLUDING: (A) ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, OR NON-INFRINGEMENT; AND (B) ANY



WARRANTY ARISING OUT OF COURSE OF DEALING, USAGE, OR TRADE. THE MARBL LLC ENTITIES DO NOT WARRANT, EXCEPT AS EXPRESSLY PROVIDED IN MARBL LLC LIMITED WARRANTY, THAT THE PRODUCT, PRODUCT ACCESSORIES, OR ANY PORTION OF THE PRODUCT, OR ANY MATERIALS, WILL BE UNINTERRUPTED, SECURE, OR FREE OF ERRORS, VIRUSES, OR OTHER HARMFUL COMPONENTS.

SHOULD SUCH WARRANTIES CANNOT BE DISCLAIMED, MARBL LLC LIMITS THE DURATION AND REMEDIES OF SUCH WARRANTIES TO THE DURATION OF THIS EXPRESS WARRANTY AND, AT MARBL LLC'S OPTION, THE REPAIR OR REPLACEMENT SERVICES PROVIDED IN THIS LIMITED WARRANTY.

SOME JURISDICTIONS MAY PROHIBIT A DISCLAIMER OF WARRANTIES AND YOU MAY HAVE OTHER RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.

### ***Your other Rights***

This Limited Warranty provides you with extra and specific legal rights. You may have other rights according to the applicable laws of your state or jurisdiction. You may also have other rights under a written agreement with MARBL LLC. Nothing in this Limited Warranty affects your statutory rights, including rights of consumers under laws or regulations governing the sale of consumer products that cannot be waived or limited by agreement.

## **Part B – Warranty Period of Parts**

PRODUCT: ORBIT CAMERA DOLLY SYSTEM

MAIN COMPONENTS	WARRANTY PERIOD
Motor	12 Months
PCB Electronics	90 Days
Visor LED	90 Days
Motor Mount	12 Months
Down Rod	12 Months
Motor Battery	90 Days and less than 100 Cycle Charges
Ring Light LEDs	90 Days
Ring Light Batteries	90 Days and less than 100 Cycle Charges
Remote control	90 Days
Remote Control Battery	No Warranty
Carry Case	No Warranty
Aluminum Hardware Parts	12 Months

## **Part C – Country/Region Specific Terms**

MARBL LLC will at its discretion honor product warranties for items purchased for use outside of North America for a period of 90 days from the date of purchase from an authorized reseller or distributor. Repair requests and part replacements can only be performed by an authorized distributor or directly through MARBL LLC USA. The product owner may return the unit back to MARBL LLC for inspection and repair at their cost. Alternatively, MARBL LLC may choose to send repair or replacement part to the customer if the service representative deems that the repair will not require the customer to have significant technical knowledge to repair their product on their own.

International Customers can contact MARBL LLC USA at +1.800.451.5569 if they have any questions.