

# 1-YEAR Limited Warranty and Return Policy for the MONOKEI Standard

For EU customers only

## **(“THE WARRANTY”)**

This WARRANTY is granted by MONOKEI PTE. LTD. (“MONOKEI”), 2 Alexandra Road Delta House, #06-02C Singapore 159919.

Your MONOKEI Standard keyboard (the “Product”) is warranted against defects in materials and workmanship for a period of ONE (1) year from the date of purchase (“Warranty Period”) when used in accordance with MONOKEI Standard’s user manual (refer to [www.monokei.co/standard/help](http://www.monokei.co/standard/help)).

You are entitled by law to remedies from the seller of the Product (or from MONOKEI if MONOKEI is the seller of the Product) free of charge in the event of a lack of conformity of the Product and such remedies are not affected by this WARRANTY.

## **DEFECTS IN MATERIAL AND WORKMANSHIP**

### **Requirements and Procedure**

In the event of a defect in materials and workmanship arising during the Warranty Period please contact MONOKEI ([support@monokei.co](mailto:support@monokei.co)) or MONOKEI’s authorised retailer who sold the Product to you within a period of 7 days from the date of detecting the defect.

MONOKEI requires proof of purchase. MONOKEI accepts ONLY the following:

1. a dated sales receipt of the Product from MONOKEI or MONKEI’s authorised retailers.
2. a dated email from MONOKEI or MONOKEI’s authorised retailers confirming the purchase and/or shipping of the Product.

MONOKEI reserves the right to request for further information as necessary to protect itself against potentially fraudulent claims. MONOKEI may deem the claim ineligible if such information is not provided.

Please wait for MONOKEI’s or MONOKEI’s authorised retailer’s instructions before sending the Product to MONOKEI’s or MONOKEI’s authorised retailer free of charge.

### **Remedies**

Notwithstanding your rights to remedies from the seller of the Product (or from MONOKEI if MONOKEI is the seller of the Product) free of charge in the event of a lack of conformity of the Product, MONOKEI’s entire liability and your exclusive remedy resulting from this WARRANTY in the event of defects in materials or workmanship arising during the Warranty Period shall be:

1. to repair the Product at no charge; or
2. to exchange the Product with a replacement product of the same model or a product that has the same or substantially similar features as the purchased Product (e.g., a different model with the same features, or the same model in a different colour) that is new or comprised of new and/or previously refurbished product.
3. In the event that a repair or exchange is impossible or would impose costs on MONOKEI that would be disproportionate MONOKEI is entitled to refund the purchase price instead.

### **Exclusions**

1. The Warranty DOES NOT cover:
2. defects in materials or workmanship arising from use of the Product outside MONOKEI Standard’s user manual (refer to [www.monokei.co/standard/help](http://www.monokei.co/standard/help));
3. accessories and spare parts (including but not limited to cables, carrying case etc.) sold separately i.e., not bundled with the Product;
4. defects in materials or workmanship arising from unacceptable use or care of the Product including, without limitation, disassembly, misuse, improper installation, unauthorized repairs, unauthorized modification, improper adjustment, and/or neglect;
5. defects in materials or workmanship arising from external causes, including defects caused by lightning, fire, liquid contact, accidents, or other acts of God;
6. defects in and/or depletion of consumables, (i.e., components that are expected to require regular replacement including without limitation: batteries, cables, switches, hotswap sockets etc.)
7. defects in materials or workmanship arising from use of a consumable beyond its expected lifetime; or
8. normal wear and tear.

## **GOVERNING LAW**

The Warranty shall be governed by the laws of the Republic of Singapore. However, this does not deprive you of the protection as a consumer afforded by provisions that cannot be derogated from by agreement by virtue of the law of the country in which you have your habitual residence.

 [monokei.co/standard/help](http://monokei.co/standard/help)

