

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

For US customers only

(“THE WARRANTY”)

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY DEPENDING ON COUNTRY OR STATE.

THE LIMITED WARRANTY CAN ALSO BE FOUND ONLINE AT WWW.MONOKEI.CO/STANDARD/WARRANTY AND IN THE DOCUMENTATION WE PROVIDE WITH YOUR MONOKEI STANDARD KEYBOARD (THE “PRODUCT”).

WE WARRANT THAT DURING THE WARRANTY PERIOD, THE PRODUCT WILL BE FREE FROM DEFECTS IN MATERIALS AND WORKMANSHIP.

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE PRODUCTS IS LIMITED TO REPAIR, REPLACEMENT, OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.

WHO MAY USE THE WARRANTY?

MONOKEI (“I/”WE”) extends this limited Warranty ONLY to the original purchaser of the product (“YOU” the “Consumer”). It does not extend to any subsequent owner or other transferee.

WHAT IS COVERED IN THIS WARRANTY?

This limited warranty covers defects in materials and workmanship of MONOKEI's Products and Component parts as shipped (the “Product(s)”) (the “Part(s)”) for the Warranty Period as defined below.

WHAT IS WARRANTY PERIOD?

This limited warranty starts on the date of your purchase and lasts for **ONE (1) YEAR** (the “Warranty Period”). The Warranty Period is not extended if we repair or replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

PROOF OF PURCHASE REQUIRED TO MAKE A CLAIM UNDER THIS LIMITED WARRANTY

MONOKEI requires proof of purchase. MONOKEI will ONLY accept either:

1. A dated sales receipt of the Product from MONOKEI or MONOKEI's authorized retailers; or
2. A dated email from MONOKEI or MONOKEI's authorized 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.

WHAT DOES THE WARRANTY NOT COVER?

This warranty does not cover any damage due to:

1. Defects arising from failure to follow the Product's operating instructions, namely using the Product outside MONOKEI Standard's user manual (refer to <https://www.monokei.co/standard/help>);
2. Defects or damage arising from accessories and spare parts (including but not limited to: cables, carrying cases, keycaps, and keyboard switches) not sold as or bundled with the Product;
3. Defects or damage arising from unacceptable use or care of the Product including but not limited to: disassembly beyond replacement of key switches, breaking the “tamper-proof” sticker, misuse, improper installation, performing unauthorized or improper repairs, modifications, adjustments, and/or neglect;
4. Defects or damage arising from external causes, including defects caused by liquid, fire, accidents, lightning, or other “Acts of God;”
5. Defects in and/or depletion of consumables, (i.e., components that are expected to require regular replacement including without limitation: batteries, cables, switches, hot swappable sockets, etc.); or
6. Items prone to wear and tear such as keycaps and switches will be covered by a shorter Warranty Period of ONE (1) month.

WHAT ARE THE REQUIREMENTS TO RETURN AN UNWANTED PRODUCT?

1. The product packaging must be unopened; and
2. MONOKEI must be contacted within Seven (7) days of delivery.
3. The Consumer will need to cover the return shipping cost using agreed-upon shipping services. Once MONOKEI (or its authorized retailer) has received the Product and has verified its condition to be satisfactory, we will issue a refund for the Product, excluding shipping fees, return shipping fees and payment transaction fees.

MONOKEI reserves the sole right to determine if the returned Product is eligible for a refund. If MONOKEI determines that a returned Product is ineligible, The Consumer may be responsible for an assessment fee, return shipping and handling fees, and other reasonable fees as may be required by MONOKEI prior to the Product being returned to the Consumer.

For additional information, please refer to <https://store.monokei.co/policies/refund-policy>

WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

With respect to any defective product during the Warranty Period, we will, in our sole discretion, either: (a) exchange/replace the Product/Part(s) with a replacement product of the same model or a product that has the same or substantially similar features as the purchased Product (i.e., a different model with the same features, or the same model in a different color) that is new or comprised of new and/or previously refurbished parts free of charge; or (b) refund the purchase price of such Product.

HOW DO YOU OBTAIN WARRANTY SERVICE?

To obtain warranty service, you must email our Customer Service Department at support@monokei.co during the Warranty Period to obtain a Ticket Number. No warranty services will be provided without an authorized Ticket Number.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

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

 monokei.co/standard/help

