

Zepp Aura Return Policy

The Zepp Aura return policy covers only Products, as defined herein, purchased through our official online store. To ensure that your Amazfit Product is authentic and protected by our warranty, please purchase from our official online store.

Our warranty policy warrants our Products against defects in material or workmanship under normal use for the following period from the date of retail purchase by the original consumer.

30 Day Satisfaction Guaranteed Return Policy

If you are unsatisfied with your purchase from aura.zepp.com for any reason, you have 30 days from the date of purchase to request a full refund. You may return any Product purchased on aura.zepp.com excluding any third party merchandise of offers (“Product”).

To qualify for a refund, all the following conditions must be met:

- A Return Merchandise Authorization (RMA) must be requested from our customer service team within thirty (30) days of your purchase date. To request an RMA, please contact aura@zepp.com
- Returned Product(s) must be in the same physical condition as at the time of purchase (not physically broken or damaged).
- All accessory items, giveaways and original packaging included with your purchase must be included with your return.
- The RMA number must be included along with your returned Product.

Additional terms and conditions:

- Products ordered in November and December can be returned through January 31 of the following year (or 45 days – whichever is longer).
- Shipping and handling charges, gift wrap fees, and taxes paid (e.g., state, customs, VAT) are not refundable.
- You are responsible for and must prepay all shipping charges and you shall assume all risk of loss or damage to the Product while in transit to Zepp Aura.
- If you return a Product to Zepp Aura (a) without an RMA from Zepp Aura or (b) without all parts (including but not limited to the Product and any documentation related thereto) included in the original package, Zepp Aura retains the right to either refuse delivery of such return or charge you a restocking fee of 15% of the original price of the Product or the retail value of the missing accessories, whichever is higher.
- Refunds will be processed and paid within 4 weeks of Zepp Aura’s receipt of the Product.

One-Year Limited Product Warranty

This limited warranty is valid only for Products sold and distributed to Customers in the United States from Zepp Aura's official online store.

Warrantor: This one-year limited consumer warranty ("Warranty") is issued by Huami Inc., a Delaware corporation, headquartered in Mountain View, CA doing business as Amazfit ("Amazfit").

Warranty: Zepp Aura issues this Warranty to a consumer ("Consumer" or "you"). A Consumer is a person or entity who buys a new, covered device from Zepp Aura's official online store. This Warranty cannot be assigned or transferred to any subsequent purchaser or user.

Covered Devices: A new, physical Amazfit hardware device ("Device") is covered by this Warranty if Zepp Aura includes this Warranty in the original packaging or if Zepp Aura offers or references this Warranty as part of an online sales or Product set-up process. Product registration is not required as a condition to warranty coverage, but some Amazfit Products function fully only if they are connected to an online Amazfit account.

Warranted Functionality: Zepp Aura warrants to the Consumer that the Device will under normal use function substantially in accordance with Amazfit's technical specifications or accompanying Product documentation ("Warranted Functionality") for a period of one (1) year from date of original purchase ("Warranty Period"). If and to the extent the Device needs Amazfit software or services to achieve the Warranted Functionality, Amazfit will make and keep software and services available during the Warranty Period provided, however, that Amazfit may update, modify or limit such software and services at Amazfit's sole discretion so long as the Warranted Functionality is maintained or exceeded.

Exclusions: This Warranty is limited and is not applicable to:

- (i) normal wear and tear;
- (ii) defects or damage caused by misuse, accident (including without limitation collision, fire, flood, earthquake and the spillage of food or liquid), neglect, abuse, alteration, unusual stress, modification, improper or unauthorized repair, installation, wiring, or testing, improper storage, use with unsuitable devices, software or services;
- (iii) use not in accordance with the documentation;
- (iv) damage caused by third party equipment with which the Device is used;
- (v) commercial use or resale,
- (vi) used or resold Products;
- (vii) use for medical, healthcare or treatment purposes;
- (viii) features or performance parameters pertaining to any software or services beyond the Warranted Functionality of the Device.

For purposes of clarification, without limiting the generality of the preceding exclusions, this Warranty does not include any specific guarantees regarding uptime or continued availability, data security features of apps or online accounts or that any software, firmware or online sites will function uninterrupted or error-free. This limited warranty is void if a Device is returned with removed, damaged or tampered labels or any alterations (including the unauthorized removal of any component or external cover). This limited warranty does not cover data loss; backup, write down and/or print out your data on a regular basis. Also,

consequential damages; incidental damages; and costs related to data recovery, removal, and installation are not recoverable under this warranty. Except as set forth in this Warranty, Zepp Aura does not extend any express or implied warranties or representations regarding the Device or any connected software or online services.

UNDER THIS WARRANTY, ZEPP AURA DOES NOT ASSUME ANY LIABILITY FOR ANY SPECIAL, INDIRECT, INCIDENTAL, PUNITIVE OR CONSEQUENTIAL DAMAGES OF ANY NATURE WHATSOEVER INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR REVENUES, LOSS OF DATA, LOSS OF USE OF THE DEVICE OR ANY ASSOCIATED EQUIPMENT, COST OF ANY REPLACEMENT GOODS OR SUBSTITUTE EQUIPMENT, LOSS OF USE DURING THE PERIOD THAT THE DEVICE IS BEING REPAIRED, CLAIMS OF ANY THIRD PARTIES, OR ANY OTHER DAMAGES ARISING FROM ZEPP AURA'S BREACH OR ALLEGED BREACH OF THIS LIMITED WARRANTY OR THE USE OF THE DEVICE, REGARDLESS OF THE FORM OF ACTION WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE) OR ANY OTHER LEGAL OR EQUITABLE THEORY.

The laws of the State of California, USA, govern this limited warranty. It gives you specific legal rights, and you may also have other rights that vary from state to state. This limited warranty does not affect any additional rights you have under laws in your jurisdiction governing the sale of consumer goods, including, without limitation, national laws implementing EC Directive 99/44. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in this limited warranty statement may not apply to you.

Remedies: Consumer's sole and exclusive remedy under this Warranty, and Zepp Aura's sole and exclusive responsibility under this Warranty is that Zepp Aura will, at Zepp Aura's option, either repair or replace the defective Device or update software or services so that the Device substantially performs the Warranted Functionality. Any replacement may be, at the option of Zepp Aura a new or remanufactured Device. If Zepp Aura, in its sole discretion, determines it is not reasonable to replace the defective Device, Zepp Aura may refund to Consumer the purchase price paid for the Device. This Warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Claims process: To obtain remedies under this Warranty, Zepp Aura must receive Consumer's claim before the end of the Warranty Period.

Consumer must obtain a Return Material Authorization ("RMA") from Zepp Aura and return the defective Device in its original packaging or packaging providing an equal degree of protection together with proof of purchase to the address specified by Zepp Aura in connection with the RMA. In accordance with applicable law, Zepp Aura may require that you furnish proof of purchase details and/or comply with registration requirements before receiving warranty service. Consumer shall bear the cost of shipping the Device to Zepp Aura. By sending the Device, Consumer agrees to transfer ownership to Zepp Aura. Zepp Aura may not return the original Device to Consumer. Any replacement Device will not contain Consumer's data. Zepp Aura warrants that any repaired or replaced Device is covered for the greater of either the remainder of the original Warranty Period or 90 days following Consumer's receipt of the repaired or replacement Device. If the claim is justified based on this Warranty, Zepp Aura shall bear the cost of shipping the repaired or replacement Device to the Consumer. Any Product returned to Zepp Aura without a valid warranty claim or without a RMA may be rejected, returned at sender's cost (subject to prepayment) or kept for up to 30 days for sender's pick-up and then disposed of in Aleppo Aura's sole discretion.

Questions? To initiate warranty claims, obtain a RMA or ask questions, please contact Zepp Aura support via aura@zepp.com.

Governing Law

This Limited Warranty shall be governed by the laws of the State of California, USA, without giving effect to any conflict of laws principles that may provide the application of the law of another jurisdiction.