

Effective Date: December 1st, 2023

RyseUp Wearable

Limited Warranty Terms and Conditions

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1. Warranty Coverage

RyseUp Sales BV is pleased to offer a limited warranty for a duration of two (2) years from the date of purchase on all RyseUp Hardware products. This limited warranty covers defects in materials and workmanship under normal use. RyseUp Software (Apps) are herewith excluded from any warranty.

2. Warranty Claim Process

In the event that you encounter a covered issue with the product during the warranty period, you must follow these steps to initiate a warranty claim:

Step 1: Contact our Customer Support Team by sending an email to support@ryseup.com. Please include the following information in your email:

- Your full name
- The serial number of your device
- Detailed description of the issue
- Contact information (phone number, shipping address)

Step 2: Our Customer Support Team will review your claim and may request additional information if needed. Once your claim is validated, you will receive further instructions on how to proceed.

Step 3: If required, you may be asked to ship the defective product to our designated service centre at your expense. Please follow the provided instructions carefully to ensure proper handling of the product.

Step 4: Upon receiving the defective product, our technicians will assess the issue. If the issue is determined to be covered under this limited warranty, we will repair or replace the product at our discretion.

3. Warranty Exclusions

This limited warranty does not cover:

- Normal wear and tear, cosmetic damage, or damage due to accidents, misuse, abuse, neglect, improper installation, or unauthorized modifications.
- Damage caused by unauthorized repair, maintenance, or service.
- Any product with altered or removed serial numbers.
- Consumable parts or accessories.
- Damage caused by force majeure events, such as natural disasters, power surges, or other external factors beyond our control.
- Any damage incurred during transit for returns to our service centre.

4. Warranty Remedies

If a defect covered by this limited warranty is identified and confirmed, we will, at our discretion:

- Repair the defective product using new or refurbished parts.
- Replace the defective product with a new or refurbished product of equivalent functionality and condition.
- Refund the original purchase price in case repair or replacement is not feasible.

5. Limitation of Liability

To the extent permitted by applicable law, our liability under this limited warranty shall not exceed the purchase price of the product. We shall not be liable for any indirect, incidental, special, or consequential damages.

6. Governing Law

This limited warranty shall be governed by and construed in accordance with the laws of the government of purchase, without regard to its conflict of law principles.

7. Contact Information

For any inquiries regarding this limited warranty, please contact our Customer Support Team at support@ryseup.com.

8. Changes to Warranty Terms

We reserve the right to modify or amend these warranty terms and conditions at any time. Any such changes will be effective upon posting on our website.

By making a purchase of the product, you acknowledge that you have read, understood, and agreed to these limited warranty terms and conditions.

9. Lithium Battery Warranty

As the RyseUp Wearable contains a lithium battery, the following additional terms apply:

a. Lithium Battery Limited Warranty

The lithium battery included with the Product is covered by a separate limited warranty. This warranty covers the battery's performance and capacity retention for a duration of two (2) years from the date of purchase. This warranty does not cover normal battery degradation that occurs with regular use.

b. Lithium Battery Handling and Safety

Lithium batteries are sensitive components that require proper handling and care to ensure safety and longevity. It is essential to adhere to the following guidelines:

- Avoid exposing the battery to extreme temperatures, moisture, or direct sunlight.
- Do not puncture, crush, or disassemble the battery.
- Discontinue use of the battery and contact our Customer Support Team immediately if you notice any unusual behaviour, such as overheating, swelling, or leakage.

c. Lithium Battery Replacement

In the event of a covered lithium battery issue, please follow the same warranty claim process outlined in Section 2. If the battery is determined to be defective within the warranty period, we will replace the battery with a new or refurbished battery that meets the original specifications.

Please note that our liability for lithium batteries is limited to battery replacement and does not extend to any indirect, incidental, special, or consequential damages arising from battery issues.

d. Battery Shipping Restrictions

Due to regulations governing the transport of lithium batteries, there may be restrictions on shipping batteries for replacement. Our Customer Support Team will provide guidance on how to proceed in such cases.

By using the Product containing a lithium battery, you acknowledge that you have read and understood these additional lithium battery warranty terms and safety guidelines.

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