



## The Easy-to-Understand Version 😊

Nanoleaf Hardware Limited Warranty

Limited Warranty: Two year complimentary replacement of defective hardware.

Things to Know:

- Support for the app and software is **always available**, warranty or not.
- The warranty applies for normal wear and tear, not **complete stupidity**.
- If outside of the USA, Canada, European Union, and United Kingdom, your nation's customs officials **may** assess duties or taxes on warranty replacements we export to you. We'd love to be able to tell your leaders to go shove it, but the last time we tried, our support team **got punished**. If it's a concern for you, talk to the appropriate customs agency in your country. These costs are your responsibility and we cannot provide cash reimbursement to you for them.
- If you live **somewhere remote**, you might split the shipping costs with us 😊.
- Damage to paint is not covered under the warranty, **exercise care**.
- Warranty = void for **second-hand goods**.
- Save your receipt if you didn't purchase from the **Nanoleaf Shop**.
- Replacement parts are available for sale for out of warranty goods.
- If you want to **return something** for a cash refund, it has to be unused. For used product, we can issue store credit on The Nanoleaf Shop. A C\$5 / US\$5 / £5 / €5 restocking fee applies to returned orders from the Nanoleaf Shop.
- In the USA, Canada, European Union, and United Kingdom, we'll pay the return shipping costs. Elsewhere, they're your responsibility.
- If you purchased from somewhere other than the Nanoleaf Shop, the place of purchase is responsible for returns. Nanoleaf cannot accept returns for items purchased from retailers, online or "brick-and-mortar".

If something comes up that you're unsure about or might fall in a grey area, **just ask...** nicely 😊. We started Nanoleaf to build great products that people love, and we do our best to ensure that our customers have a great experience when interacting with our products and our team.

## The Official Legalese Version 😞

Nanoleaf Hardware Limited Warranty

Limited Warranty: Two year complimentary replacement of defective hardware.

The warranty period is based on product operation of 6 hours a day / 7 days a week. If a Product fails to operate in accordance with this limited Warranty, Nanoleaf will, at its discretion, replace the Product with the same or a functionally equivalent Product or grant purchaser a credit for a future Product purchase. Nanoleaf may also request that the product be returned for examination and mitigation of future similar defects.

For avoidance of doubt, "to replace the Product" does not include any removal or reinstallation costs or expenses, including without limitation labour costs or expenses, shipping costs to return defective Products or any damages that may occur during the return of the Product.

This limited Warranty is subject to the following additional conditions:

1. The Products have been installed and operated in accordance with the manufacturer's instructions and precautions.
2. The Products have not been subject to accident, neglect, abuse, misuse or acts of God.
3. The Product has been purchased directly from an authorized Nanoleaf distributor/dealer/store or direct from the Nanoleaf Shop.
4. Proof of purchase must be provided to Nanoleaf in the form of a receipt for sale of goods.

The warranty and remedy set forth herein do not apply to Products, parts, advice, assistance or service which Nanoleaf furnishes to purchaser as a business courtesy. The warranty is not applicable to any Product which is used in violation of any applicable standard, code or instructions for use, including those contained in the Standards for Safety of Underwriters Laboratory, Inc. (UL), Standards for the American Standards Institute (ANSI), in Canada, the Canadian Standards Association (CSA), in Australia, Standards Association of Australia (SAA), In European Economic Area EEA, European Conformity (CE).

THE FOREGOING WARRANTY IS EXCLUSIVE, AND THE SOLE REMEDY FOR ANY AND ALL CLAIMS, IN CONTRACT, IN TORT OR OTHERWISE ARISING FROM THE FAILURE OF PRODUCT AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WHICH WARRANTIES ARE HEREBY DISCLAIMED. THE LIABILITY OF NANOLEAF SHALL BE LIMITED TO THE TERMS OF THE EXPRESS WARRANTY SET FORTH HEREIN. IN NO EVENT WILL NANOLEAF BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, WITHOUT LIMITATION, DAMAGES RESULTING FROM LOSS OF USE, PROFITS, BUSINESS OR GOODWILL, WHETHER OR NOT NANOLEAF HAS BEEN ADVISED OF THE POSSIBILITY THEREOF.