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**HIMS Limited Warranty Policy**

**What is covered and For how long:**

Unless a different warranty period is stated on the invoice provided, for a period of 1 year (BrailleSense series, SensePlayer) or 2 years (QBraill XL and GoVision series) from the date of retail purchase, HIMS warrants that this product, when delivered to you in new condition, in original packaging, from HIMS or a HIMS authorized dealers, is free from any defects in manufacturing, materials and workmanship. Battery is covered for 6 months.

**What is not covered:**

This warranty does not cover defects resulting from improper or unreasonable use or maintenance; failure to follow operating instructions; accident; improper installation; improper connection with any peripheral devices; disaster; spillage; misuse; abuse or modifications to the equipment; excess moisture; insects; lightning; acts of God; external electrical fault; power surges; connections to improper voltage supply; unauthorized alteration or modification of original condition; damages caused by inadequate packing or shipping procedures; loss of, damage to or corruption of stored data; damages caused by use with non-HIMS products; product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications; and products purchased from unauthorized dealers.

**What we will do:**

During the warranty period, we will, at our sole option, repair or replace (using new or refurbished replacement parts) any defective parts within a reasonable period of time and free of charge.

**What we will not do:**

Pay shipping, insurance or transportation charges from you to us, or any import fees, duties and taxes.

What you must do to obtain Limited Warranty Service:

Return product, with proof of purchase from HIMS or an authorized HIMS dealer using the following procedures:

1.    Contact HIMS or authorized dealer and get the RMA (Return Merchandise Authorization) number and return instructions.

2.    Label and ship the product with the note of RMA number, freight prepaid, to the address provided by HIMS. It is recommended that you provide the tracking information to HIMS or your authorized dealer.

**Other conditions:**

THE PROVISIONS OF THIS LIMITED WARRANTY ARE IN LIEU OF ANY OTHER WARRANTY, WHETHER EXPRESSED OR IMPLIED, WRITTEN OR ORAL, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HIMS’S MAXIMUM LIABILITY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID BY YOU FOR THE PRODUCT. IN NO EVENT SHALL HIMS BE LIABLE FOR LOSS OF, DAMAGE TO OR CORRUPTION OF STORED DATA, OR FOR SPECIAL, INCIDENTAL, CONSEQUENTIAL, OR INDIRECT DAMAGES HOWSOEVER CAUSED INCLUDING WITHOUT LIMITATION THE REPLACEMENT OF EQUIPMENT AND PROPERTY, AND ANY COSTS OF RECOVERING, PROGRAMMING OR REPRODUCING ANY PROGRAM OR DATA STORED IN OR USED WITH YOUR HIMS PRODUCT.

This warranty is void if the label bearing the serial number has been removed or defaced.

**Other legal rights:**

This limited warranty gives you specific legal rights, and you also may have other rights that vary from state to state. Some places do not allow limitations on implied warranties or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

## Product Maintenance Agreement

A Product Maintenance Agreement (PMA) can be purchased during the first 30 days after purchase, within the period of the original warranty. Otherwise, the product should be verified by HIMS for the eligibility for PMA purchase. It is an “extension” of the original warranty and is effective the day the original warranty expires. A PMA can be purchased for one or two years, depending on the specific product.

The extended warranty agreement covers the replacement or repair of all defective parts (except Braille cells, mainboard, and batteries), labor and return freight charges. It also includes an annual clean and calibration for braille products.

### General Notes:

This warranty does not cover defects resulting from improper or unreasonable use or maintenance; failure to follow operating instructions; accident; improper installation; improper connection with any peripheral devices; disaster; spillage; misuse; abuse or modifications to the equipment; excess moisture; insects; lightning; acts of God; external electrical fault; power surges; connections to improper voltage supply; unauthorized alteration or modification of original condition; damages caused by inadequate packing or shipping procedures; loss of, damage to or corruption of stored data; damages caused by use with non-HIMS products; product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications; and products purchased from unauthorized dealers.

The PMA Does not cover goods in transit that are dispatched with insufficient packing – original packaging is mandatory.

PMA must be paid for in full before claiming.

If your product is capable of storing software programs, data and other information, you should protect its contents against possible operational failures. Before you ship your product for warranty service it is your responsibility to keep a separate backup copy of the contents. THE CONTENTS OF YOUR PRODUCT MAY BE DELETED AND THE STORAGE MEDIA REFORMATTED IN THE COURSE OF REPAIR SERVICE. Recovery and reinstallation of software programs and user data are not covered under this warranty.