

# NOTION INK CANCELLATION, RETURN AND REFUND POLICY

This Cancellation, Return and Refund Policy applies only to Notion Ink-branded hardware products purchased directly from the Notion Ink website. If you have purchased your Notion Ink product elsewhere, please contact the store from where you made your purchase to know more about their return and refund policies.

## CANCELLATION

If you place your order prior to 6 January 2011, you may cancel your order at any time before the product is shipped to you from our warehouse. If you place your order after 6 January 2011 you may cancel your order within 24 hours from the date and time of your order. The order cannot be cancelled in any case less than two (2) days prior to the date of shipment.

To cancel your order, please contact Notion Ink Support by email using the information provided on our website. You will be asked to submit a cancellation authorization, after which your cancellation will be processed and the amount charged by Notion Ink for the product, less 5% transaction processing charges, will be refunded to you.

## RETURN

The product can be returned under the following conditions:

1. If you are not satisfied with your product for any reason (30-Day Return Guarantee)
2. If the product is non-functional or defective at the time of receipt (Defective Product)
3. If we sent you a product you did not order (Incorrect Shipment)

### 30-Day Return Guarantee

Notion Ink guarantees to return the purchase price of your product if you are unhappy with your purchase for any reason, provided you notify us of your intention to return the product within seven (7) calendar days of the date you received the product and return it to us in its original condition within thirty (30) calendar days of the date you received the product. If you are returning the product under this 30-day return guarantee, you must bear the cost of shipping the product to us.

If upon inspection at the Notion Ink warehouse it is found that the product, packaging or included accessories have suffered any damage, you agree and acknowledge that Notion Ink will be authorized to deduct from the purchase price according to the extent of the damage suffered by the packaging, documentation, accessories or the product itself. These deductions are cumulative up to a maximum of 100% of your purchase price.

### Defective on Receipt

In case the product was non-functional or defective at the time you received it, you may avail warranty service as described in our Warranty Policy. You may also request a refund in lieu of warranty service, which may be granted at Notion Ink's discretion after inspection of the product.

### General Terms for Return

You must notify Notion Ink of your intention to return the product within seven (7) calendar days of the date you received the product and return it to us in its original condition within thirty (30) calendar days of the date you received the product. Any refund will be processed after the product is received and inspected by Notion Ink.

In case the product was delivered to you in a non-functional or defective condition, or if Notion Ink had shipped an incorrect product to you in error, Notion Ink will provide pre-paid waybills so that you may ship the product back to Notion Ink. If you are returning the product under the 30-day return guarantee, you must bear the cost of shipping the product to us.

You agree and acknowledge that Notion Ink will refuse refund and consider your entire purchase price forfeit if we find that the product was not purchased directly from the Notion Ink website or has suffered any action that would ordinarily void the warranty of the product, including:

1. Opening, disassembling or modifying on the product, or attempting to do so;
2. Exposing the product to abnormal and adverse environmental or operating conditions, including excessive physical forces, voltages or currents, or liquids;
3. Replacing any component, label or document in the product or included in the package with one that was not originally included in your product or package;
4. Removing or defacing any serial number on the product.

If Notion Ink determines that you have misrepresented your product's condition at the time of receipt or at the time of return, or have concealed or falsified any relevant information that would render the product ineligible for warranty, Notion Ink may charge a handling fee of one hundred U.S. Dollars (\$100) and/or recover from you any other costs, including shipping costs, incurred by Notion Ink.

### How to return your product for a refund

1. Contact Notion Ink Support as soon as possible by visiting the Support section of our website, and describe the reason for your return, your original order number, your name, address, e-mail and phone number.
2. You will be contacted by our support representative, and directed to a questionnaire regarding the condition of your product. Once you complete the questionnaire, an estimate of any deductions that might be applicable will be presented to you. In case you wish to proceed with the return, you will receive a return material authorization number and further information on how and where to ship the product. Please note that the estimate provided is based on your answers only, and the actual deductions will depend on Notion Ink's inspection of your product when the same is received by us.
3. You may then send the product back to Notion Ink, along with all accessories, user manual and original packaging. The return package must specify the return material authorization number issued by Notion Ink to you. For your protection we recommend that you use a logistics company that allows you to track your shipment and insure your package for its full value. Please note that you will be solely responsible for any loss or damage to the product during transit, as well as for the cost of returning the product to us unless we delivered the product to you in error or if the product delivered to you was non-functional or defective.
4. If you have multiple products to return, you may ship them together. Your product must be received by Notion Ink within thirty (30) calendar days from the original date of delivery of your product.
5. Once we receive the product we will inspect the device, issue a refund and send you a return receipt confirmation email. Once your product reaches Notion Ink, you may not cancel your return request.
6. Notion Ink will accept your return only if you follow the return procedure mentioned above.. Products that are sent to us without a return material authorization number will not be refunded.

### Return Status

You may use your return material authorization number at the return status page on the Notion Ink website to view your up-to-date return and refund information.

### REFUND

In case you cancel an order before it is shipped, Notion Ink will refund the amount that you have paid, including shipping charges paid to Notion Ink, less a 5% transaction processing fee. The refund will be made to the same credit card or other payment method by which you had purchased the product, within two (2) weeks of our receiving the cancellation authorization.

If you return a product to Notion Ink in accordance with the Return Policy, any refund

amount will be calculated on the Purchase Price of the product. This excludes:

1. Shipping charges paid by Notion Ink for delivering the product to you;
2. Any import duties or taxes that Notion Ink has paid for delivering the product to you.

When you send your product back to us, we'll inspect the returned product and notify you via e-mail of your refund. The refund will be made to the same credit card or other payment method by which you had purchased the product within four (4) weeks of our receiving the return product.

This Cancellation, Return and Refund Policy is subject to change, from time to time, at the sole discretion of Notion Ink.

Notion Ink website: [www.notionink.com](http://www.notionink.com)

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