

# NOTION INK ONE YEAR LIMITED WARRANTY

For Notion Ink products only

1. Subject to other terms contained in this document, the Notion Ink product (“Product”) shall have a limited warranty (“Warranty”) against defects in materials and workmanship under normal use for a term of a one (1) year from the date of shipment of the Product by Notion Ink or retail purchase by the Buyer (“Warranty Period”). Upon receiving a valid complaint regarding defect arising in the Product hardware during the Warranty Period, Notion Ink may at its sole discretion provide one of the following services (“Warranty Service”):
  - (a) Repair or Replacement of the defective hardware using components that are new or equivalent to new in performance and reliability.
  - (b) Exchange of the complete Product with a product that is new or equivalent to new in performance and reliability and is at least functionally equivalent to the original Product.
2. In the event of replacement or exchange the Product or its component which has been replaced or exchanged shall be retained by Notion Ink and shall become Notion Ink’s property. Buyer shall only be entitled to and have ownership of the Product or component provided to the Buyer as replacement or in exchange of the defective Product or component. Any replaced component shall assume the remaining warranty of the original Product.
3. Warranty applies only to the hardware product manufactured by or for Notion Ink that can be identified by the trademark, trade name, or logo of Notion Ink affixed to it. Warranty does not apply to any product, component or software of any party other than Notion Ink, whether or not packaged and sold with Notion Ink’s Products. Notion Ink shall not be liable for any warranty provided by any third party to the Buyer.
4. Any software distributed by Notion Ink (including, but not limited to system software) is not covered under this Warranty and it shall be governed by the licensing agreement of such software.
5. The battery is covered for the first 180 days of the warranty period. The Buyer is entitled to replacement of the battery if the battery life is less than fifty percent (50%) under normal conditions.
6. Notion Ink does not warrant that the operation of the Product will be uninterrupted or error-free. Warranty does not apply:
  - (a) to cosmetic damage, including but not limited to scratches, dents, and broken plastic covers on ports;
  - (b) to damage caused by use with third party products including but not limited to hardware damage caused by the installation and use of third party software products;
  - (c) to damage caused by accident, abuse, misuse, flood, fire, earthquake or other external causes, including excessive physical forces or water damage;
  - (d) to damage caused by operating the product outside the permitted or intended uses described in the instruction relating to Product use;
  - (e) to damage caused by service (including upgrades and expansions) performed by anyone, including the Buyer, other than a Notion Ink Authorized Service Provider;
  - (f) to a Product or part that has been opened or disassembled or modified from original state by anyone, including the Buyer, other than a Notion Ink Authorized Service Provider;
  - (g) if any serial number on the Product has been removed or defaced.
7. The Buyer shall bear the entire risk, costs and expenses associated with a Product that has been returned to Notion Ink, for which no valid warranty claim is found. Assessment of the Product to determine whether warranty is applicable as per the above rules will be done by the Notion Ink Authorized Service Provider at the time the Product is received. The Notion Ink Authorized Service Provider’s decision on the

applicability of warranty is final.

8. To the extent allowed by Law, Notion Ink specifically disclaims any and all statutory or implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose and warranties against hidden or latent defects. No reseller, agent, or employee of Notion Ink is authorized to make any modification, extension, or addition to this Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.
9. NOTION INK MAY REMOVE THE PROGRAMS AND DATA ON THE PRODUCT AS PART OF NORMAL WARRANTY SERVICE. NOTION INK DISCLAIMS ANY REPRESENTATION THAT IT WILL BE ABLE TO REPAIR ANY PRODUCT UNDER THIS WARRANTY OR MAKE A PRODUCT EXCHANGE WITHOUT RISK TO OR LOSS OF PROGRAMS OR DATA. NOTION INK WILL NOT BE HELD LIABLE FOR ANY LOSS OF DATA.
10. Notion Ink may upgrade the system software as part of normal Warranty Service, due to which data or applications that were previously compatible with the Product may cease to be compatible. Notion Ink disclaims any representation that compatibility with data and applications will be maintained after Warranty Service.
11. The benefits conferred by this Warranty are in addition and subject to all rights and remedies available to the Buyer under the laws and regulations applicable in the Territory where the sale was made.
12. The Buyer agrees that Notion Ink is under no obligation to provide Warranty Service in a particular county. Products to be serviced under warranty should be sent to a Notion Ink Authorized Service Center by the Buyer.
13. In case the Buyer receives the Product in a non-functional state or with serious defects (Defective on Receipt), and the Buyer contacts Notion Ink support within 7 days of receipt, Notion Ink will arrange for shipping the Product both ways between the Buyer and a Notion Ink Authorized Service Center. All the other warranty terms will be applicable as normal.
14. Notion Ink disclaims any representation that it will complete Warranty Service in any specific period of time. Notion Ink representatives may provide estimates of the time required for Warranty Service, but the actual time required depends on the Buyer's geographic location, nature of the defect and other factors beyond Notion Ink's control.

## HOW TO OBTAIN WARRANTY SERVICE

1. If you notice a defect in your product, contact Notion Ink Support using the information on our website and describe the problem. Notion Ink representatives will contact you and attempt to diagnose and resolve your problem over email or telephone. If the problem cannot be solved, you will be directed to a questionnaire for evaluating whether you are eligible for Warranty Service. If you are found to be eligible based on the answers you provide, you will get the Return Material Authorization (RMA) Number, Device State Report and Authorized Service Center shipping information.
2. You may then send the product to the specified Authorized Service Center, including in the package the RMA Number and documentary proof of the original purchase date. You should ship the Product in the original box and we recommend that you obtain insurance against loss or damage during transportation.
3. On receipt of the Product, the Notion Ink Authorized Service Provider will make a final assessment of eligibility for Warranty Service based on the state of the device as received and the accompanying documentation. If the Product is eligible, Notion Ink will repair or exchange the product and send it back to you. If the Product is not eligible for warranty, you must bear all the risk, costs and expenses related to Product, including return shipment.

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

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