



# 1-Year Limited Warranty

**This limited warranty contains important information about your rights and obligations, as well as limitations and exclusions that may apply to you.**

Petivity is a high-quality product and, with proper care, is intended to provide years of satisfactory performance. Your Petivity product comes with a 1-year limited warranty. Our warranty is limited to the terms set out below:

- Petivity warrants that your monitor will be free of defects in materials or workmanship under normal proper use for one year from the date the monitor is activated. If a hardware defect arises and a valid claim is received within the warranty period, Petivity will replace the product with a new product.
- If a replacement smart monitor is sent, it will carry a non-transferable warranty for the remainder of the original warranty period.
- This limited warranty ONLY applies to products purchased from authorized seller(s). Products purchased from unauthorized resellers are NOT subject to the limited warranty. Proof of purchase (or trackable order ID) is required for warranty service.
- This limited warranty shall not extend to anyone other than the original purchaser of this product, is non-transferable and states the exclusive right of the purchaser to remedy.
- Petivity may request you replace defective parts with new or refurbished user-installable parts (e.g., power cord, battery cover) that Petivity provides in fulfillment of its warranty. A replacement product or part, including a user-installable part that has been installed by instructions provided by Petivity, assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property, and the replaced item becomes Petivity property.
- Parts provided by Petivity in fulfillment of its warranty obligation must be used in products for which the warranty service is claimed.

For Petivity to provide you the limited warranty coverage, we will ask you to return the defective product for assessment should it need to be replaced.

- Please do not return your Petivity monitor without first speaking to our Petivity Customer Service team to obtain a Return Merchandise Authorization (RMA) number.

- To obtain warranty service under the limited warranty, you must deliver the product in packaging provided to you or in packaging providing an equal degree of protection to an address specified by Petivity.
- Petivity may require you to furnish proof of purchase from the official and authorized seller(s) and additional details.
- Petivity will cover the return shipping cost for authorized returns within the limited warranty that may result in replacement. The purchaser may be responsible for the costs of shipping the product to our return center if the origin address is not of the same country as the order delivery address. Our Petivity Customer Support team will provide the nearest return center address near or within the region.
- Our Petivity Customer Support team will contact any customer for returned packages that include: excessive aesthetic damages previously not mentioned, an incorrect product, or empty shipments.
- Customers will not be able to request more than one replacement within warranty until the prior replacement has been shipped back. Refusal to return a product for a replacement after a new product has been delivered may result in having the original product disabled.

#### **Exclusions and Limitations:**

- Software distributed by Petivity with or without the Petivity brand name (including, but not limited to system software) is not covered under this Limited Warranty. Petivity does not warrant that the operation of the product will be uninterrupted or error-free. Petivity is not responsible for damage arising from failure to follow instructions relating to the product's use. This warranty does not apply:
  - to damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes;
  - to damage caused by operating the product outside the permitted or intended uses described by Petivity;
  - to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Petivity;
  - to a product or part that has been modified to alter functionality or capability without the written permission of Petivity;
  - to consumable and mechanical platform parts unless damage has occurred due to a defect in materials or workmanship;
  - to cosmetic damage, including but not limited to scratches, dents, and broken plastic on ports;
- to monitors that were purchased with unauthorized resellers. Petivity's limited warranty ONLY applies to products purchased from authorized sellers.