



Warranty and Return Policy

1. Limited Warranty

Level Home, Inc. warrants that for a period of two years from shipment (“Warranty Period”), Level Products will be free from defects in materials and workmanship under normal use in accordance with the documentation with the product or available on the Level Sites (“Product Warranty”). Because Level cannot control the quality of products sold by unauthorized sellers, this limited warranty applies only to Level Products that were purchased from Level or an authorized Level reseller, unless otherwise prohibited by law. Level reserves the right to reject warranty claims from purchasers for Level Products purchased from unauthorized sellers, including unauthorized Internet sites.

In the event of a defect, contact Level at support@level.co or 1-833-453-8354 for return instructions. Please have available information regarding when and where you purchased the Level Product. You will be required to submit proof of purchase and to return your Level Product to Level. Warranty services are available only in countries where the Level Product is sold directly by Level or an authorized Level reseller. Shipping charges may apply except where prohibited by applicable law.

This Limited Warranty applies only to Level Products returned to Level during the Warranty Period in accordance with return instructions obtained from Level. If Level determines that the returned Level Product is defective, Level, at its option, will either repair or replace the unit with either a new or refurbished equivalent Level Product, or refund the original purchase price. The replacement product will be warranted for the remaining period of the original warranty. This Limited Warranty does not apply to products damaged by misuse, accident, electrical disturbance or normal wear and tear. Level Products are not designed for or warranted against damage from use in areas subject to extreme temperature, excessive moisture, or other inherently hazardous environments. Level’s obligation to repair or replace the product or provide a refund as set forth above is your sole remedy and Level’s sole obligation under this Limited Warranty.

This Limited Warranty does not cover (a) any non-Level branded products or services, even if packaged or sold with Level Products; and (b) any products or services purchased under a separate agreement with Level (or its predecessor-in-interest, Dwelo, Inc.) containing warranty terms. This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Level Product (even if packaged or sold with the Level Product). Level recommends that you use only authorized service providers for maintenance and repair of Level Products. Unauthorized use of Level Products or Level Software can impair the product's performance. This Limited Warranty does not cover damage due to unauthorized repair or unauthorized use of a Level Product. For services sold by Level or from the Level Sites, Level accepts no liability for any claims arising out of or caused by the third-party services or any act or omission, including negligence, by the third-party service provider.

WITHOUT LIMITING THE TERMS SET FORTH IN THE LEVEL TERMS OF SERVICE, EXCEPT AS STATED ABOVE IN THIS LIMITED WARRANTY, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, LEVEL DISCLAIMS ALL EXPRESS AND STATUTORY WARRANTIES AND CONDITIONS WITH RESPECT TO LEVEL PRODUCTS.. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, LEVEL ALSO LIMITS THE DURATION OF ANY APPLICABLE IMPLIED WARRANTIES OR CONDITIONS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, TO THE DURATION OF THIS LIMITED WARRANTY.

IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, WITHOUT LIMITING ANYTHING SET FORTH IN THE LEVEL TERMS OF SERVICE, IN NO EVENT WILL LEVEL BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY DAMAGES FOR LOST DATA OR LOST PROFITS, ARISING FROM OR RELATING TO THIS LIMITED WARRANTY OR THE WARRANTED LEVEL PRODUCT, AND LEVEL'S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THIS LIMITED WARRANTY OR THE WARRANTED LEVEL PRODUCT WILL NOT EXCEED THE AMOUNT ACTUALLY PAID FOR THE LEVEL PRODUCT BY THE ORIGINAL PURCHASER.

This Limited Warranty gives you specific legal rights and you may also have other legal rights that vary from State to State, province to province, or jurisdiction to jurisdiction. Some States, provinces, or jurisdictions do not allow certain limitations such as limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to seek advice from a consumer advisor.

If you have any questions about whether a seller is authorized, contact us at support@level.co or call 1-833-453-8354.

2. Level Return and Refund Policy

If you are unsatisfied with your purchase of a new Level Product that you purchased on level.co, you have 30 days from the date of purchase to notify Level and request a refund of the purchase price. To qualify for a refund from Level, you must meet all of the conditions of this Return & Refund Policy. Only new Level Products purchased directly from Level can be returned to Level. If you purchased the Level Product from an authorized reseller or other retailer, you must request a refund directly from that party. Returns to resellers or other retailers are subject to their return policy, which may differ from Level's.

1. To qualify for a refund, all the following conditions must be met:
 - A Return Merchandise Authorization (RMA) must be requested from Level's customer service team within 30 days of the date on which you purchased the Level Product.
 - To request an RMA, submit your request through our [web form](#), or – if you are unable to use the form – via [chat](#) or phone (1-833-453-8354).
 - Level must receive the returned Level Product within 14 days after an RMA number has been issued. An assigned RMA number is valid for 14 days only and

will expire on the 15th day after the date of issuance, at which time any returned Level Product will be refused.

- The entire Level Product and any accessories originally included with the Level Product you purchased must be included with your return.
- Level may require that you furnish proof of purchase details to obtain an RMA.
- Returned product(s) must be working and in good physical condition (not physically broken or damaged), and in either its original packaging or packaging providing an equal degree of protection. Please ensure that any previous shipping labels or other markings have been removed or covered completely. A valid RMA number must be included along with your returned Level Product(s).

1. Additional terms and conditions:

- To ensure successful delivery, you must ship the product to the address provided to you via the RMA process. Level will not be responsible for returns that are not sent to the correct address or otherwise do not comply with the requirements provided via the RMA process.
- Level will deduct return shipping costs from the amount of your refund.
- You shall assume all risk of loss or damage to the product while in transit to Level. If you return a Level Product to Level (a) without a valid RMA from Level or (b) without all parts and accessories included in the original package or (c) otherwise not in compliance with this Returns and Refunds Policy and the RMA provided to you, Level retains the right to either (1) refuse the return or (2) deduct from the refund paid to you a non-refundable restocking fee equal to the higher of (i) fifteen (15) percent of the original price of the Level Product or (ii) the retail value of the missing parts or accessories.
- Refunds will be processed within 2 weeks of Level's receipt of the Level Product.
- Refunds will be reimbursed via the original form of purchase. If you purchased the Level Product using a credit or debit card, the refund will be sent to the card-issuing bank within the time frame above; timing of when the refunded amount is reflected on your account depends on your card issuers processing time.