

## **Merkury Innovations One (1) Year Limited Warranty**

Thank you for purchasing a Merkury Innovations product. This Limited Warranty applies only to genuine Merkury Innovations branded products purchased through authorized retailers.

By using the product, you acknowledge and accept the terms outlined in this warranty policy.

### **Consumer Rights**

This Limited Warranty provides specific legal rights, and you may also have additional rights that vary depending on your state, province, or country. Nothing in this warranty is intended to limit any consumer rights that cannot legally be excluded under applicable law.

### **Warranty Coverage**

Merkury Innovations warrants that its products will be free from defects in materials and workmanship under normal use for a period of one (1) year from the original date of retail purchase (“Warranty Period”).

This warranty applies only to products purchased new from authorized sellers and used in accordance with product instructions and guidelines. To obtain warranty service, a valid sales receipt or other acceptable proof of purchase is required.

If a manufacturing defect arises during the Warranty Period, Merkury Innovations may, at its discretion:

- Repair the product,
- Replace the product with the same or comparable model, or
- Provide a refund for the original purchase price.

Replacement products may consist of new or refurbished items of equal functionality and performance.

### **Return & Store Exchange Policy**

If the product is still within the retailer’s return or exchange period, customers should return the item directly to the original place of purchase for assistance.

For products outside the retailer’s return window but still within the Warranty Period, Merkury Innovations may provide a replacement or refund depending on inventory availability and claim eligibility.

Products received as gifts are also eligible for warranty consideration; however, valid proof of purchase is required.

### **What Is Not Covered**

This Limited Warranty does not cover:

- Damage caused by misuse, neglect, accidents, or improper handling
- Unauthorized repairs, modifications, or disassembly
- Cosmetic wear including scratches, dents, or discoloration from normal use
- Damage caused by exposure to liquids, fire, or external environmental conditions
- Products purchased from unauthorized resellers or third-party marketplace sellers
- Normal wear and tear resulting from regular product use

Merkury Innovations is not responsible for issues resulting from failure to follow product instructions or recommended usage guidelines.

### **Warranty Claim Requirements**

To submit a warranty request, customers must provide:

- First and Last Name
- Product model number
- A copy or image of the original purchase receipt

In some cases, additional photos or a short video demonstrating the issue may be requested to assist with troubleshooting and claim evaluation.

Please note that credit card statements are not accepted as proof of purchase.

### **Technical Assistance**

Before requesting a return or replacement, customers are encouraged to contact Merkury Innovations Technical Support for troubleshooting assistance.

Please do not attempt to repair or open the product yourself, as doing so may void the warranty coverage.

For support, please contact:

support@merkuryinnovations.com

### **Refund Information**

Approved refunds are issued through PayPal only. Merkury Innovations does not issue refunds through mailed checks or direct bank transfers.

Refund timing may vary depending on processing times and payment provider policies.

### **Limitation of Liability**

To the maximum extent permitted by law, Merkury Innovations shall not be liable for any indirect, incidental, or consequential damages arising from the use or inability to use the product, including but not limited to loss of data, loss of use, or loss of profits.

Some jurisdictions do not allow certain limitations or exclusions, so portions of the above limitation may not apply to you.