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Warranty Policy

Warranty & Returns

ONE YEAR LIMITED WARRANTY FOR NEW PRODUCTS:

Alcidae warrants its product(s) against defects in material and workmanship for a period of one (1) year from the original purchase date ("Limited Warranty period"), and at its discretion will either (a) repair your product with new or refurbished parts, or (b) replace with a new or a refurbished product. If the same model is not available Alcidae will replace the unit with a similar unit at its discretion. Alcidae will incur no liability whatsoever to provide packaging for warranty items. Upon receipt of the warranted item, should it be determined that the packaging is insufficient, or the unit failed by a non-manufactured defect, Alcidae may at its discretion, void the warranty. The customer is responsible for the shipping cost. A nominal handling fee may apply. You must contact customer service first before sending a unit in for service; you can email us at support@alcidae.com or call (415)936-3628.

Upon completion of the warranty service performed, Customer will have a 90-day limited warranty or the warranty period will be for the duration of the original warranty, whichever is greater.

90 DAYS LIMITED WARRANTY FOR REFURBISHED PRODUCTS:

Alcidae warrants Manufacturer refurbished products against defects in material or workmanship for a period of 90 days from the original purchase date ("Limited Warranty period"), and at its discretion will either (a) repair your product with new or refurbished parts, or (b) replace it with a refurbished product. If the same model is not available Alcidae will replace the unit with a different unit of equal value or upgraded model at its discretion. Alcidae will incur no liability whatsoever to provide packaging for warranty items. Upon receipt of the warranted item, should it be determined that the packaging is insufficient, or the unit was NOT refurbished by Alcidae, it may at its discretion, void the warranty. The customer is responsible for the shipping cost. A nominal handling fee does apply. You must contact customer service first before sending a unit in for service; you can email us at support@alcidae.com or call (415)936-3628. Upon completion of the warranty service performed, Customer will have 30 days limited warranty or warranty for the duration of the original warranty period, whichever is greater. Alcidae does not accept nor provide warranty service for products refurbished by others.

WHAT THE WARRANTY DOES NOT COVER

Repair service, damage due to misuse, abuse, negligence or casualty (e.g., fire), acts of God (including but not limited to lightning, flood, tornado, earthquake, or hurricane), and consumable parts (including batteries) are not covered by this warranty. Damage from unauthorized service or modification of the product or of any furnished component will void this warranty in its entirety. This warranty does not include reimbursement for inconvenience, installation, loss of use, or unauthorized service. In addition, this warranty does not cover any losses, injuries to persons, loss of property or general damages. This warranty does not apply to any products purchased from third party sellers on eBay and other online marketplaces. We strongly suggest that you do not buy Alcidae products from any unauthorized sellers,

as such products may be used, defective, counterfeit or may not be designed for use in your country. This warranty covers only Alcidæ products and is not extended to other equipment, components, or devices that a customer uses in conjunction with our products.

TO OBTAIN WARRANTY SERVICE

Should it be necessary to contact Customer Support, call (415)936-3628 or email us at support@alcidæ.com. Have pertinent information available including proof of purchase and an understanding of the issue. You must provide proof of purchase. Call or email a customer support representative to assess the problem.

Limited Warranty is in effect only if the product was purchased through an Authorized Retail Seller of Alcidæ and the unit is operated in North America.

Limited Warranty does not extend to unlicensed third-party resellers nor products refurbished by others. Limited Warranty is not transferable and is only applicable to the original purchaser from an Authorized Retail Seller.

You are responsible for all tariffs and taxes imposed to ship or receive warranty or replacement units to and from the United States. Warranty extends only to defects in materials or workmanship and does not extend to cracked screens, damaged USB or DC ports, or any other products that have been lost, discarded, damaged by misuse, accident, neglect, liquid damage, acts of God (such as lightning), improper installation, improper maintenance, or modification. The Limited Warranty DOES NOT COVER damages of previously altered, modified, repaired, or serviced by anyone other than a service facility authorized by Alcidæ. Warranty does not cover cosmetic damage or lost accessories. Should you decline our services and wish to have the unit returned, please provide a return label or pay Alcidæ to return. If there is no response within 45 days, Alcidæ will recycle the unit on your behalf.

This warranty gives you specific rights and these rights may vary from state to state. Some states do not allow limitation on how long the warranty lasts or exclusions or limitation of incidental or consequential damages, so the above may not apply to you.

Alcidæ Inc. reserve its right to revise the warranty from time to time without written notice to you.

LIMITATIONS

This warranty gives you specific rights and these rights may vary from state to state. Some states do not allow limitation on how long the warranty lasts or exclusions or limitation of incidental or consequential damages, so the above may not apply to you.

DISCLAIMER OF WARRANTY

EXCEPT FOR THE FOREGOING WARRANTIES, ALCIDÆ HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO ANY AND/OR ALL IMPLIED WARRANTIES OF MERCHANT ABILITY, FIRMNESS FOR A PARTICULAR PURPOSE AND/OR ANY WARRANTY WITH REGARDS TO ANY CLAIMS OF INFRINGEMENT.

LIMITATION OF LIABILITY

LIABILITY OF ALCIDÆ INC.: THE SOLE AND EXCLUSIVE REMEDY FOR DAMAGES FOR ANY CLAIM OF ANY KIND WHATSOEVER, REGARDLESS OF THE LEGAL THEORY AND WHETHER ARISING IN TORT OR CONTRACT, SHALL NOT BE GREATER THAN THE ACTUAL PURCHASE PRICE OF THE PRODUCT WITH RESPECT TO WHICH SUCH CLAIM IS MADE. IN NO EVENT SHALL ALCIDÆ BE LIABLE TO PURCHASE FOR

ANY SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES OF ANY KIND INCLUDING, BUT NOT LIMITED TO, COMPENSATION, REIMBURSEMENT OR DAMAGES ON ACCOUNT OF THE LOSS OF PRESENT OR PROSPECTIVE PROFITS OR FOR ANY OTHER REASON WHATSOEVER.

REFUND POLICY

The Refund Policy for returns is 15 days from shipping date on consumer electronics products from Alcidae store only. All other units purchased from retail stores would need to follow our warranty policy. Any return must include the following: original packaging, box, plastic bags, manuals, cords, etc. It is subject to a 15% restocking fee. Please contact us by email at support@alcidae.com or call (415)936-3628

SHIPPING POLICY (AVAILABLE IN USA ONLY)

- Shipping times are estimated in business days. Ground = 3-8 business days, 2nd Day = 2 business days, Priority = 1 business day.
- Weekend deliveries are not available.
- Ground shipping is not available to all locations.
- We do not ship internationally

Does my billing address have to match the shipping address on file with my credit card?

Yes. For credit card verification you must enter your billing address exactly as it appears on your credit card statement. We will not ship to another address for security reasons.

How do I order for my business or institution?

You may contact our Business to Business (B2B) Sales Department to discuss your particular corporate, small business, health service or educational institution needs. If you are a CTO, IT specialist or business owner please email your request to support@Alcidae.com.

Any other questions?

For other questions please call us at (415)936-3628 or email support@Alcidae.com

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