

# Warranty and Refund Policy

## Tile Hardware Limited Warranty

Tile warrants that your Tile hardware product ("the Product") will be free from defects in materials and workmanship for a period of one (1) year from the date of delivery to the original retail purchaser ("the Warranty Period"). If a defect in the Product arises within the Warranty Period, Tile will, at its sole option and subject to applicable laws: (a) repair or replace it with a new or refurbished product or component; or (b) refund the original purchase price upon return of the defective Product. This Warranty does not apply to (w) Products you purchase from unauthorized resellers; (x) where the instructions for use and activation of the Product are not complied with; (y) where the Product is used with a jailbroken or rooted mobile device; or (z) where the Product is damaged as a result of abuse, accident, unauthorized modification or other causes beyond our reasonable control.

**ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE PRODUCTS ARE LIMITED TO THE DURATION OF THE APPLICABLE EXPRESS WARRANTY. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, ARE DISCLAIMED.** Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

Claims process: To obtain remedies under this Warranty, Tile must receive Consumer's claim before the end of the Warranty Period. Consumer must obtain a Return Material Authorization ("RMA") from Tile and return the defective Device together with proof of purchase to the address specified by Tile in connection with the RMA. Consumer shall bear the cost of shipping the Device to Tile. By sending the Device, Consumer agrees to transfer ownership to Tile. Tile may not return the original Device to Consumer. Tile warrants that any repaired or replaced Device is covered for the remainder of the original Warranty Period. If the claim is justified based on this Warranty, Tile shall bear the cost of shipping the repaired or replacement Device to the Consumer. Any product returned to Tile without a valid warranty claim or without a RMA may be rejected, returned at sender's cost (subject to prepayment) or disposed of in Tile's sole discretion.

To obtain an RMA from Tile, please follow instructions outlined [here](#).

If you've had your Tile for over a year, you may be eligible to [reTile](#) for a limited time to replace your Tiles.

## Tile Refund Policy

We have worked very hard to create a product you will love and we believe you will love your Tile product. However, we realize the Product you receive from Tile may not be exactly what you expected. Should this rare occurrence take place, the original retail purchaser of the Product may return all Tiles purchased in the original transaction, in their original condition, with the original receipt and packaging, within 30 days of the date of delivery to the original retail purchaser and Tile will exchange it or provide a full refund back to the original form of payment for the original purchase price. Please note that this policy applies only to Products you purchase directly from Tile. This is in addition to your legal rights and your rights under the Tile hardware one (1) year Worldwide Warranty referred to above.

All returns must be authorized. To authorize a return, please follow instructions outlined [here](#).

## reTile Program

We designed Tile to run a full year with zero upkeep - no battery replacement, no charging. Before your one-year Tile anniversary, you will be notified via email and push notifications about the reTile program. This allows you to replace all the Tiles you have in your account for a discounted price one time per year!

### Why is reTile the best option?

- 1. Reliability.** We guarantee a Tile will run for a full year so that you don't have to worry. Legacy trackers with replaceable batteries often die within a few months and are more prone to failure since they have moving parts.. This decreases reliability when you need it most. We make sure you always have a reliable and working Tile.
- 2. Durability.** Life happens. Whether it's getting caught in a downpour without an umbrella or having your two-year-old stick something other than food (like your Tile) in their mouth, Tile has you covered. The sealed casing makes it both water resistant and safe.
- 3. Eco-Friendly.** Tile respects Mother Nature. Tiles are 99% recyclable and only use 1 battery a year, which means we're keeping batteries out of landfills.
- 4. New Technology.** As you know, all technology changes quickly - and that includes Tile! Our reTile program makes sure you always have the latest and greatest technology so that you can find your things better and faster every time!