

MindWare Limited Warranty for Hardware

What does this warranty cover?

This warranty covers manufacturer defects in hardware and cables sold under the MindWare brand.

What does this warranty not cover?

- Subject leads
- Disposable items, such as electrodes
- Items not sold under the MindWare brand
- Packing and shipping costs
- Costs incurred from loss of use
- Any defect caused by abuse, alterations, misuse, neglect, carelessness, or accident
- Any failure caused by excessive wear and tear

Consequential and incidental damages are not recoverable under this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

What is the period of coverage?

This warranty is in force for one year from the date the hardware is either installed by us or delivered, whichever is later.

What will we do to correct problems?

We will repair or replace eligible items and return them at our cost using standard ground shipping. It will be our decision whether a repair or replacement is appropriate, and we may use refurbished hardware for the replacement.

How do you get service?

1. Contact us at (888)765-9735 or e-mail support@mindwaretech.com, and we will determine if your claim is likely to be eligible for warranty service. **Failure to complete this step may result in delays and additional charges in processing your claim.**
2. Once you receive authorization, it is your responsibility to properly pack and ship the hardware to the address we will provide to you.
3. We will assess the returned items and make repairs or issue replacements as appropriate under the terms of this warranty. If the damage is not covered under this warranty, as listed in "What does this warranty not cover?" we will provide you with a quote for the necessary repairs or replacements. You may choose to have the items repaired or replaced at your cost, or have the items returned to you without repair or replacement.
4. Your hardware, or its replacement as appropriate, will be returned to you by standard ground shipping at our cost.

Rushed repairs and shipping may be available at an additional cost, as availability permits.

How does state law relate to this warranty?

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.