# **Dot Pad 320X Warranty**

Your Dot Pad ("Dot Pad”) is covered by a warranty against any manufacturing defect for a period of two years from the date of purchase, under the conditions below.

## **What is covered by this warranty?**

Under this limited two-year warranty, Dot Incorporation and its authorized parties undertake to repair, free of charge, any problem with the functions of the Dot Pad that results from any manufacturing defect. The two-year warranty from the date of purchase of your Dot Pad covers any functional defect arising during normal use of the device in accordance with Dot Pad's technical specifications and user manuals (including safety information).

The battery is covered for six months from the date of purchase due to its consumable nature. This could be but not limited to: power on/off issue, charging issue, Dot Cell malfunction, impossibility to normally use applications or pad functions due to your Dot Pad defect, or any non-arguable quality defects on the cosmetics or product mechanical functions that are obviously coming from a component quality problem or improper assembly.

## **Limiting conditions of this warranty**

To benefit from this limited warranty, the following conditions must be met:

1. This warranty card must be enclosed with your Dot Pad when it is sent for repair and must be signed and dated at the time of purchase by Dot Incorporation or an authorized dealer in the territory of purchase.
2. Dot Incorporation will not honor the warranty for Dot Pads sold without a valid warranty card properly filled out and signed by Dot Incorporation or an authorized dealer.
3. The serial number engraved on the case is perfectly legible and no part of the original case back or original serial number has been removed, modified, falsified, altered, replaced, erased, defaced or made illegible. Failure to abide by any of these conditions renders all rights resulting from this warranty null and void.

## **What is not covered by this warranty?**

Damage resulting from service provided anywhere other than at official Dot Incorporation customer service centers (or dealers) is not covered and shall void this warranty. The limited warranty also does not cover consumable parts of the Dot Pad (e.g., Dot Cell, batteries, etc.) or any damage to the case or hardware due to moisture that might have entered your Dot Pad as a result of improper handling.

More generally, it does not apply if there has been improper or inadequate use of your Dot Pad, including the following cases:

1. The parts other than those specified in the self-repair guide (bezel, cell protector) have been disassembled by the user or unauthorized repair providers.
2. The product was damaged or malfunctioned due to issues resulting from self-repair attempts.
3. The product has been connected to non-recommended accessories such as other types of batteries than the one provided or uncertified accessories that have not obtained certifications such as KC, UL, ETL, FCC, CE, RCM, etc.
4. The product has been purposefully degraded or used out of the recommended rules for product start-up or usage such as wrong plug-in or product has been exposed to extra voltage or electric discharges, shocks, drops, or abnormal mechanical stress leading to major degradation of product housing and electrical components.
5. The product has been abnormally exposed to water or other chemical substances (presence of corrosion, humidity).
6. The product has been exposed to high temperatures or other extreme environmental conditions.
7. An attempt to modify product software has been performed.

If one of the above-mentioned items is observed, your Dot Pad will not be covered by this warranty.

Also, the wear and tear of your Dot Pad due to normal usage is not covered by this warranty. This is especially the case for:

1. Any material surface degradation due to normal usage of the product, scratches on the case, rubber, crystal, dust intrusion, degraded surfaces, change of color of parts due to exposure to solar radiation, or contact with any chemical substance.
2. Degradation of battery performance due to normal aging.

## **Extended Warranty**

1. The extended warranty may be offered as a separate paid service after the expiration of the standard 2-year warranty period.
2. The specific period, price, scope of coverage, and exclusions of the extended warranty may vary depending on the product characteristics and the customer’s selection. Detailed information is subject to the terms and conditions of the separate extended warranty agreement.
3. The coverage of the extended warranty is the same as the standard warranty and is limited to defects and normal wear and tear of the product. Damage, loss, or accidental incidents are not included in the coverage.

## **General Conditions and Limitations**

THIS LIMITED WARRANTY REPLACES ANY TERMS, CONDITIONS, WARRANTIES, AND GUARANTEES IMPLIED BY SOME COUNTRIES' LOCAL LAWS, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY, WHICH ARE DISCLAIMED. SOME COUNTRIES' LOCAL LAWS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF CERTAIN IMPLIED TERMS, CONDITIONS, WARRANTIES, AND GUARANTEES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS UNDER LOCAL LAWS WHICH MAY VARY FROM COUNTRY TO COUNTRY.

Dot Incorporation and its official customer service centers (or parties) have the sole discretion to decide to repair or replace any Dot Pad under this limited warranty. Therefore, we recommend that you visit Dot Incorporation's official website (www.dotincorp.com) first in order to check whether your Dot Pad may be repaired or replaced under this limited warranty. In the event that Dot Incorporation or its official customer service center (or parties) decides to repair or replace your Dot Pad, we recommend that you send your Dot Pad by registered mail, carefully wrapped to avoid damage, to the nearest official Dot Incorporation's customer service center (or dealer) or take it to the same in person. The product shall be returned with its original battery and accessories. Dot Incorporation is not responsible for loss or damage during shipping.

TO THE EXTENT PERMITTED BY THE LOCAL LAWS, DOT INCORPORATION SHALL NOT BE LIABLE FOR ANY INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES. THIS WARRANTY DOES NOT AFFECT YOUR LEGAL RIGHTS AS A CONSUMER.

## **Safety Guidelines**

These safety guidelines aim to promote the safe and proper use of the Dot Pad, minimizing the risk of accidents, damage, or injury during operation.

1. **Water and Liquid Exposure**

* Avoid intrusion of water or other liquids into the Dot Pad, its battery, or the charging port.
* The Dot Pad is not water-resistant or waterproof, so take precautions to prevent exposure to moisture.

1. **Dust and Dirt Exposure**

* Avoid excessive exposure of the Dot Pad to dust, dirt, or sand.
* The Dot Pad is not dustproof, so minimize exposure to particulate matter that could affect its performance.

1. **Battery Safety**

* Monitor the battery for signs of swelling or abnormal conditions, such as overheating.
* Follow the charging instructions provided and use a properly rated voltage to avoid damage or explosion.
* Use only certified adapters and chargers to charge the Dot Pad's battery.
* Do not use the Dot Pad with its battery exposed, as it can pose a risk of heat, fire, bodily injury, or damage to the product.

1. **Temperature and Heat Exposure**

* Avoid placing the Dot Pad in hot environments or near heat sources.
* Do not expose the Dot Pad to extreme temperatures, such as those found in a car on a hot day.

1. **Humidity and Moisture Exposure**

* Do not store or use the Dot Pad in humid environments, such as swimming pools, saunas, bathrooms, or shower rooms.
* Prevent moisture from entering the Dot Pad, as it can damage internal components and affect performance.

1. **Enclosed Spaces**

* Do not leave the Dot Pad in a closed container while its power is on, as it can lead to overheating or other issues.

1. **Physical Handling**

* Avoid disassembling, compressing, or penetrating the Dot Pad, as it can damage internal components.
* Minimize exposure to abnormal mechanical stress or shock, such as dropping the device.

1. **Contact with Saliva or Body**

* Prevent contact with saliva, and do not thrust the Dot Pad into the body, especially the eyes or ears.

1. **Intended Use**

* Use the Dot Pad according to its intended purposes and avoid using it for activities outside its design specifications.

1. **Dot Cells**

* Prevent intrusion of foreign substances, such as dust or liquid, into the Dot Cells to maintain their functionality.

1. **Electrical Safety**

* Avoid electrical shock or damage to the Dot Pad by following safe usage practices and using approved accessories.

1. **Usage of a self-repair kit**

* Do not use the provided self-repair kit for any purpose other than those specified in the self-repair guide.
* Dot Inc. is not responsible for any damage or malfunction resulting from user negligence during self-repair. Therefore, we strongly recommend contacting customer service at your local distributor or Dot Inc. directly for official repair services if your device requires servicing.