



Warranty Information

1. Warranty

Except as specified below, JoeCo Limited (hereinafter referred to as JoeCo) warrants the hardware elements of this JoeCo Product (hereinafter referred to as the 'Hardware') to be free of defects in materials and workmanship for a period of one (1) year for parts and labour from date of original retail purchase, provided that:

- the Product is owned by the original purchaser
- the purchaser has proof of purchase from an authorised JoeCo distributor or reseller
- the purchaser has registered the Product with JoeCo

The following are not covered by the Warranty, damage:

- resulting from abnormal use, misuse, abuse, neglect or accident
- sustained as a result of failure to follow instructions provided in the user manual
- which occurs during shipping, in which case claims must be presented to the carrier
- resulting from attempted repair by anyone other than JoeCo or a JoeCo distributor, reseller or service provider specifically authorised by JoeCo to service JoeCo's Products
- to any Product which has been modified or on which the Product identification details have been altered or removed.

This Warranty:

- gives you specific legal rights, and you may also have other rights in certain countries or states
- provides that, during the Warranty period, JoeCo will, at its sole option, either replace, repair or refund the purchase price of any JoeCo Product that proves to be defective in materials or workmanship on inspection by JoeCo or one of its authorised service providers
- excludes power supplies and cables
- includes labour and materials (except power supplies and cables) but excludes shipping to and from JoeCo or one of its authorised service providers, minimal handling charges and insurance
- is only valid within the country in which the Product was originally purchased
- can only be exercised by the original retail purchaser and cannot be assigned or transferred
- starts from the date of delivery from the JoeCo distributor or reseller to the purchaser
- is extended to the minimum level required by law in those countries or states in which such extension is required by legislation
- applies to a repaired or replacement Product until the end of the period of the original Warranty or thirty days from the date of dispatch of the repaired or replaced Product, whichever is the longer.

2. Claims Under Warranty

To make a claim under Warranty, the purchaser must first call, email or write to JoeCo (see the JoeCo website at www.ioeco.co.uk for contact details) to provide a description of the problem and to obtain a Returned Materials Authorisation (RMA) number. If it is determined that the Hardware may be defective, you will be given an RMA number and instructions for returning the Product.

Any Product which is returned to JoeCo or to one of its distributors or resellers without authorisation, i.e. one for which an RMA number has not been issued by JoeCo, will be returned to the purchaser at the purchaser's expense.

After the RMA number is obtained, the Product (including the power supply) should be shipped to the address given by JoeCo in protective packaging (the original packaging if possible) with a description of the problem and proof of Warranty coverage. The RMA number should be clearly written on the package.

Proof of Warranty coverage must be presented in the form of the original dated sales receipt or other positive proof that the Product is within the Warranty period.



When returning goods under Warranty, the purchaser is responsible for shipment and for the risk of loss or damage during shipment. JoeCo therefore recommends that such shipments are fully insured and sent by Registered Post, Recorded Delivery, or via a courier to guarantee receipt.

In the event that JoeCo determines that the Product requires repair because of abnormal use, misuse, abuse, neglect or accident, it will assess a fair repair or replacement fee. The purchaser will have the option (exercisable within thirty days of notification by JoeCo) to pay this fee and have the Product repaired and returned, or not pay this fee and have the Product returned un-repaired at their expense. Thereafter JoeCo reserves the right to dispose of such unrepaired product without further notification.

JoeCo reserves the right to update any Product returned under Warranty.

3. Limitations of Liability

JoeCo specifically disclaims all other warranties. The Warranty contained herein supersedes any other warranties or representations whether express or implied or otherwise, with respect to the Product, and specifically excludes any implied warranties and/or conditions of merchantability, satisfactory quality, fitness for a particular purpose, accuracy, non-infringement of third party rights or other implied warranties or conditions.

The remedy for breach of this limited Warranty shall not include any other damages. In no event will JoeCo be liable for incidental, consequential, special, indirect or other damages or claims, even if its agents have been advised of the possibility of such damages, resulting from the breach of any express or implied warranty. Such damages may include but are not limited to the following:

- any loss of profit or any other commercial damage
- partial or total loss of data incurred whilst using the Product
- the cost of recovery of lost data
- inability to use or to continue to use the Product itself or any connected device
- damage to property
- damage based on inconvenience, loss of time or interrupted operation

and, to the extent permitted by law, damages for personal injury.

In no event will JoeCo's liability for any damages to the purchaser or any other person exceed the price paid for the Product, regardless of any form of the claim.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so some of the above limitations or exclusions may not apply to you.

4. Product Changes and Improvements

JoeCo reserves the right to change or improve the design of its products at any time without prior notice.

5. Force Majeure

JoeCo will not be liable or responsible for any failure to perform, or delay in performance of, any of its obligations under this Warranty that are caused by an event outside of its reasonable control.

6. Waiver

If JoeCo fails, at any time during the term of this Warranty, to insist upon strict performance of any of your obligations under this Warranty, or if it fails to exercise any of the rights or remedies to which it is entitled under this Warranty, this shall not constitute a waiver of such rights or remedies and shall not relieve you from compliance with such obligations.

A waiver by JoeCo of any default shall not constitute a waiver of any subsequent default.

No waiver by JoeCo of any of the terms of this Warranty shall be effective unless it is expressly stated to be a waiver and is communicated to you in writing.



7. Severability

If any provision of this Warranty is found void, invalid or unenforceable, it will not affect the validity of the balance of the Warranty, which shall remain valid and enforceable according to its terms. In the event any remedy hereunder is determined to have failed of its essential purpose, all limitations of liability and exclusion of damages set forth herein shall remain in full force and effect.

8. Entire Warranty

This Warranty constitutes the entire warranty provided to you by JoeCo and supersedes all prior written agreements and all representations, undertakings and promises given or implied by anything said or written by JoeCo or by an authorised JoeCo distributor, reseller or representative. JoeCo will not be bound by any modification or amendment of this Warranty unless it is in writing and signed by JoeCo.

In the event that any translation of this Warranty (from its original in UK-English language version) is carried out for different countries and there is a dispute between the UK-English and any non UK-English version, the UK-English version of this Licence shall take precedence, to the extent not prohibited by local law in your jurisdiction.

9. Jurisdiction

This Warranty shall be construed, interpreted, and governed by the laws of England. This Warranty shall not be governed by the United Nations Convention on Contracts for the International Sale of Goods, the application of which is hereby expressly excluded.