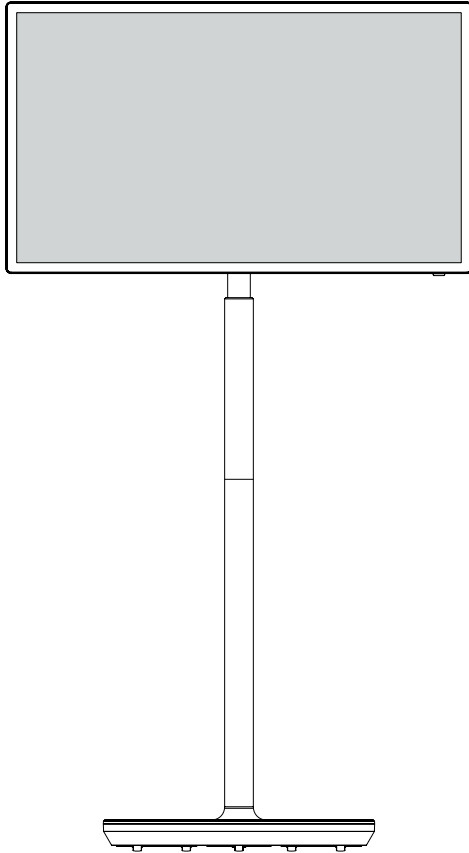
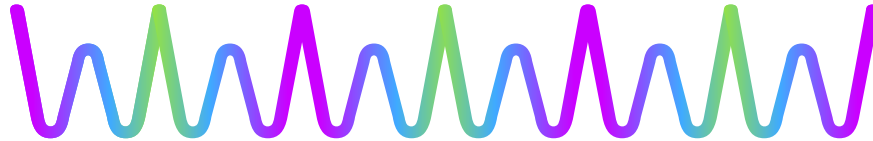




OneScreen™ Wandr

Warranty and Return Information



1. Warranty Information

Subject to the terms and conditions set forth below, and unless otherwise expressly provided herein, NZS, Inc. d.b.a. OneScreen, and/or its affiliates (“OneScreen”) warrants to the original buyer (“Customer”) that the (“Product”), under normal consumer use and service during the warranty period (defined below), in the continental United States, Hawaii, Alaska and Canada will,

- be free from defects in materials and workmanship as of the purchase date from an authorized OneScreen Dealer or Affiliate; and
- operate in substantial conformance with the specifications provided during the Warranty Period (defined below).

Should your OneScreen (“Product”) fail due to a defect in materials or workmanship under normal and proper use, during the warranty period set forth below, OneScreen will, at its option, repair or replace the Product. This limited warranty is valid only to the original purchaser of the Product and applies only when purchased lawfully and used within the above stipulated regions.

WARRANTY PERIOD	HOW SERVICE IS HANDLED
PARTS/LABOR: 1 Year from the date of original retail purchase (6 months for battery)	The original sales invoice specifying the Product and date of purchase is required to obtain warranty service. To ensure proper credit and avoid unnecessary charges, you must obtain a RMA (Return Merchandise Authorization) prior to returning any product to OneScreen. For customer assistance, please contact OneScreen support: Call (+1) (855) 626-8833 Or Email wandrsupport@onescreensolutions.com

Replacement Products and parts are warranted for the remaining portion of the original warranty period or thirty (30) days, whichever is greater.

Replacement Products and parts may be new, reconditioned, refurbished, or otherwise factory remanufactured.

Any replaced Product and/or parts will be the property of OneScreen.

Disclaimer:

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE ABOVE LIMITED WARRANTY PERIOD. UNDER NO CIRCUMSTANCES SHALL ONESCREEN OR ITS U.S. DISTRIBUTORS/DEALERS BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES INCLUDING, WITHOUT LIMITATION, LOST GOODWILL, LOST REVENUES OR PROFITS, WORK STOPPAGE, IMPAIRMENT OF OTHER GOODS, COST OF REMOVAL AND REINSTALLATION OF THE PRODUCT, LOSS OF USE, OR ANY OTHER DAMAGES WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. ONESCREEN'S TOTAL LIABILITY, IF ANY, SHALL NOT EXCEED THE PURCHASE PRICE PAID FOR THE PRODUCT.

This limited Warranty does not cover:

- Service trips to deliver, pick up, install, educate how to operate, replace fuses, correct wiring, or correct unauthorized repairs and the removal and reinstallation of the Product for repair.
- Damage or loss to programs, data, or removable storage media.
- Damage or failure of the Product caused by installation or repair of peripheral systems
- Damage or failure of the Product caused by improper set-up or adjustment on end-user controls.
- Damage or failure of the Product caused by transportation and/or handling, including scratches, dents, chips, and/or other damage to the finish of your Product, unless such damage results from a defect in materials or workmanship and is reported within 48 hours of delivery. OneScreen may also ask to reproduce images of the packaging to inspect for transportation damage (Email: wandrsupport@onescreensolutions.com or Call: (+1) (855) 626-8833
- Damage or failure of the Product when used in other than normal intended use in a single-family household use (e.g. commercial use, store display mode, offices, etc.).
- Damage or failure of Product caused by incorrect electrical current or voltage (including power surge), power failures, interruptions or inadequate electrical service, including incorrect or insufficient AC supply.

- Damage or failure of the Product resulting from improper installation or operation of the Product contrary to the Product owner's manual and/or installation manual.
- Damage or failure of the Product caused by accidents, pests and vermin, lightning, wind, fire, flood, or other acts of nature.
- Damage or failure of the Product caused by abnormal conditions or an environment where the temperature and humidity is not adequately controlled.
- Damage or failure of the Product resulting from misuse, abuse, improper installation/repair/maintenance.
- Damage or failure of the Product caused by the use of accessories, parts, consumable cleaning products, or service not provided or approved by OneScreen.
- Damage or failure of the Product due to unauthorized alteration, incorporation into any other product or system components, modifications to any part of the product, including "rooting" or other modifications to control the behavior of the product or any factory installed operating system.
- Damage or failure of the Product or missing items to any Product sold "As Is", "With all Faults" or similar disclaimer.
- Products with original serial numbers that have been removed, altered, or cannot be readily determined.

ONESCREEN WANDR WARRANTY AND RETURN INFORMATION

- Increases in utility cost and additional utility expenses.
- Replacement of any consumable parts.
- Minor imperfections that do not materially alter or affect functionality.

The cost of repair or replacement under the above excluded circumstances shall be borne by you.

Subject to the terms and conditions set forth below, and unless otherwise expressly provided herein, NZS, Inc. d.b.a. OneScreen, and/or its affiliates (“OneScreen”) warrants to the original buyer (“Customer”) that the Equipment, will be subject to the following terms and conditions on the return and replacement policy.

The policy extends only to the original buyer and is not transferable to any third party or subsequent owners. The customer may return the product under the terms outlines below:

2. Conditions for Returns

2.1. Eligibility and Refunds

Shipping fees in all cases will be non-refundable. The customer shall also be responsible to cover the return fees to OneScreen. All refunds will be processed once the product arrives at OneScreen’s warehouse and is fully inspected.

To be eligible for a full refund return, the product must be unused, in the same condition as received, and in the original packaging. The original receipt or proof of purchase must be provided.

In case the product has been unboxed and/or used, the customer will be eligible for a return up to 30 days since day of delivery, provided that they provide proper images and/or videos of the condition of the product and its proper operation. The customer shall be charged a restocking fee worth 30% of the invoice value of the product.

2.2. Authorization

All returns require a Return Merchandise Authorization (RMA) from OneScreen's RMA Team. The team can be reached out at wandrsupport@onescreensolutions.com or alternatively, at support@onescreensolutions.com

3. Returns Process

3.1. Request an RMA

Contact our team at wandrsupport@onescreensolutions.com The customer can also call at (+1) (855) 626-8833, Monday through Friday between 8am and 9:30pm EST. The RMA team will request the desired details and decide on the type of return.

3.2. Request Shipping

Upon receiving the RMA form and RMA number, the customer shall ship the product to OneScreen's warehouse located at 12335 World Trade Center Dr., Suite 9, San Diego, CA 92128. OneScreen can also share a return label with the customer upon request to facilitate the return process.

3.3. Inspection and Processing

Upon receipt of the returned item(s), OneScreen will inspect them to ensure they meet the return conditions. Processing may take up to 10 working days. The customer may choose to receive their return in the form of company credit, cheque or bank transfer.

4. Exchanges

Exchanges are subject to the availability of the replacement product. If the desired item is not available, a refund will be processed. Follow the same steps as outlined in the “Return Process” section to request an exchange.

5. Defective or Damaged Items

In case of defective or damaged items, please refer to OneScreen Wandr’s Warranty Information on our website; onescreensolutions.com/wandr

6. Final Sale Items

Items marked as “final sale” are not eligible for return, refund, or exchange.

7. International Returns

For international orders, the return process may vary. Please contact our customer support team for specific instructions.

8. Contact Us

United States

OneScreen Corporate Headquarters

12335 World Trade Drive,
Ste 9 San Diego, CA 92128

Contact Support

onescreensolutions.com/wandr

(+1) (855) 626-8833

wandrsupport@onescreensolutions.com

