

Bilateral Base – Tactile Tappers One-Year Warranty Policy

Effective Date: 1st Jan 2024

1. Coverage:

This One-Year Warranty ("Warranty") covers Tactile Tappers v1 ("Product") sold by Bilateral Base Ltd ("Company") to the original purchaser ("Purchaser") against defects in materials and workmanship under normal use for a period of one (1) year from the date of purchase ("Warranty Period").

2. Warranty Claim Procedure:

During the Warranty Period, if the Product is found to have a defect covered under this Warranty, the Purchaser must contact the Company's Customer Service team at support@bilateralbase.com to initiate a warranty claim. The Purchaser may be required to provide proof of purchase and describe the nature of the defect.

3. Warranty Benefits:

If a defect covered under this Warranty is confirmed, the Company will, at its discretion, either repair or replace the defective Product with a new or refurbished Product, or provide a refund equivalent to the purchase price of the Product.

4. Exclusions:

This Warranty does not cover defects or damage resulting from:

- Misuse, abuse, or improper maintenance of the Product.
- Accident, negligence, or unauthorized modifications to the Product.
- Normal wear and tear, including but not limited to scratches, dents, and cosmetic damages.
- Use of the Product for purposes other than those for which it was designed.

5. Limitations of Liability:

To the extent permitted by applicable law, the Company shall not be liable for any indirect, consequential, incidental, punitive, or special damages arising out of or related to the use or inability to use the Product, even if the Company has been advised of the possibility of such damages.

6. Product Returns:

Purchaser shall be responsible for any shipping costs when returning the Product to the Company for warranty service. A traceable shipping method must be used and tracking number supplied to the Company.

7. Governing Law:

This Warranty shall be governed by and construed in accordance with the laws of England and Wales.

8. Modification of Warranty Policy:

The Company reserves the right to modify or amend this Warranty Policy at any time without prior notice. Any such modifications or amendments shall be effective upon posting on the Company's website.

9. Contact Information:

For any questions regarding this Warranty or to initiate a warranty claim, please contact our Customer Service team at support@bilateralbase.com

By purchasing the Product, the Purchaser acknowledges and agrees to be bound by the terms and conditions of this One-Year Warranty Policy.

Bilateral Base Ltd.

Bilateralbase.com

support@bilateralbase.com