



# Product Warranty Card – Limited Warranty

Thank you for purchasing a HiMirror product. Our products are made with a commitment to quality design. To ensure your best experience with our product, we advise you to read the quick installation guide or visit our website for further information ([www.himirror.com](http://www.himirror.com)). If warranty service is needed, please contact our official website at [www.himirror.com/support](http://www.himirror.com/support). If you would like to learn more about the warranty services, please log on to [www.himirror.com](http://www.himirror.com), select "Support", then "Product Warranty" or "Download", where you can find complete details of all the warranty terms and conditions. With any request for warranty service, you must provide the product name, serial number and date of purchase. Please keep this warranty card in a safe place. If it is lost or destroyed a new one will not be issued. Please present this warranty card if you require any warranty service for covered defects in the product arising during the warranty period. Please retain all original packaging material. If you need a warranty service, please send your product with the original packaging. Sending without the original packaging material may cause product damage during the delivery and may result in service fees for which you will be responsible.

IN ALL EVENTS, THE TOTAL LIABILITY OF HIMIRROR FOR ANY PRODUCT DEFECTS OR ANY DAMAGES ARISING THEREFROM WILL NOT EXCEED THE END-USER'S PURCHASE PRICE FOR THIS PRODUCT, PLUS ANY NECESSARY EXPENSES INCURRED BY THE END-USER IN REQUESTING WARRANTY SERVICE.

## Limited Warranty

### What is Covered.

Except as stated below, this product is warranted to the original end-user buyer against any defects in material and workmanship that arise as a result of normal and reasonable use of the product. This warranty is not transferable to anyone who subsequently purchases, leases or otherwise obtains the product from the original end-user buyer.

### How long the warranty lasts.

The product is warranted for one year from the original end-user's product purchase date as shown on the product warranty card or on other written proof of the original end-user's product purchase date or for one year from the date of manufacture of the product if no written proof of the original end-user's product purchase date can be provided.

### What is not covered.

This warranty covers only defects in materials or workmanship arising as a result of normal and reasonable use of the product and does not cover any other problems, including those that arise from: (i) improper maintenance or modification; (ii) use of software, media, parts or supplies not provided by HiMirror; (iii) operation of the product outside the product's specifications; or (iv) unauthorised modification or misuse of the product. No warranty is given with respect to any consumables attached to or provided with the product (including but not limited to carton, packing materials, power adapter, manuals, bracket, mounting accessories). HiMirror does not perform warranty services outside of the region where you purchased the product.

### What HiMirror will do.

In the event a product defect is covered by this warranty, HiMirror will repair or replace the product at no charge to the end-user, other than any shipping charges as stated below.

### How to get service.

If warranty service is needed, please contact our official website at [www.himirror.com/support](http://www.himirror.com/support). In order to receive warranty service, you must provide the product name, serial number and date of purchase. If the product is eligible for warranty service, you will receive a Return Merchandise Authorisation (RMA) number and the address of the service centre to which the product should be shipped for warranty service. When you receive an RMA number, you must send the product to the specified service centre with the RMA number printed on the shipping label or on the shipping carton. An RMA number is required before you send the product for warranty service. If you fail to include an RMA number on the shipping label or the shipping carton, any repair or replacement of the product could be delayed.

### Payment for shipping costs.

The end-user is responsible for the costs of shipping the product to the assigned service centre for warranty service. If an end-user submits a product for warranty service within the warranty period, the product has a product defect covered by this warranty, and the end-user is located within the service area, HiMirror will be responsible for the costs of shipping the repaired or replacement product to the end-user. In all other cases, the end-user is responsible for the costs of shipping the product back to HiMirror. HiMirror ordinarily uses ground shipping for the return of a product to the end-user after any warranty service. If an end-user requests that the product be returned by an alternative method of shipment, and HiMirror agrees to the alternative method, the end-user is responsible for the costs of shipment by the alternative method.

### Other Terms and Conditions

When providing any warranty service, HiMirror reserves the right to repair the product with materials and parts selected by HiMirror or to replace the product with another product of the same kind, at the option of HiMirror. Any replacement product may be new, refurbished or used, provided that the replacement product has functionality at least equal to that of the product being replaced. After any repair or replacement, the original warranty period will continue from the end-user's purchase date without extension or renewal.

HiMirror may charge the end user for all costs incurred by HiMirror with respect to a product submitted for warranty service under any of the following circumstances:

- Misuse: In the case of any defect or damage to the product caused by incorrect use, improper installation, abnormal wear, physical damage or deformation caused by falls or blows, burnt circuits resulting from action by the user, broken or bent interfaces or pins, or any other defect or physical damage to the product caused by misuse.
- Incompatibility issues: In the case of any problem not directly related to the function of the product itself, such as a complaint of a conflict with or interference from other electronic equipment, a failure to perform as the user expected, noise from motor operation, speed or odor caused from use of the product.
- Damage caused by force majeure such as a lightning strike, fire, earthquake, floods, civil disturbance or war, or any other event beyond human control.
- Any request for warranty service after expiration of the warranty period.

### Limitation of Warranties

#### Disclaimer of Warranties

NEITHER HIMIRROR NOR ANY OF ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED. EXCEPT AS EXPRESSLY PROVIDED HEREIN, HIMIRROR DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY, QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

#### Limitation of Duration of Warranties

THE DURATION OF ANY IMPLIED WARRANTY WITH RESPECT TO THE PRODUCT, INCLUDING ANY WARRANTY OF MERCHANTABILITY, QUALITY OR FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE PERIOD OF THE LIMITED WARRANTY SET FORTH ABOVE.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

## Limitation of Liability

THE REMEDIES PROVIDED IN THIS LIMITED WARRANTY ARE THE SOLE AND EXCLUSIVE REMEDIES FOR ANY BREACH OF WARRANTY OR ANY DEFECTS IN THE PRODUCT.

EXCEPT AS SPECIFICALLY SET FORTH IN THIS LIMITED WARRANTY, IN NO EVENT SHALL HIMIRROR OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LOSS OF DATA OR PROFIT), WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND IRRESPECTIVE OF WHETHER HIMIRROR OR ANY OF ITS THIRD PARTY SUPPLIERS IS ADVISED OR KNOWLEDGEABLE OF THE POSSIBILITY OF SUCH DAMAGES. FOR MORE DETAIL, PLEASE VISIT OUR OFFICIAL WEBSITE ([www.himirror.com](http://www.himirror.com)) - PRIVACY POLICY.

IN ALL EVENTS, THE TOTAL LIABILITY OF HIMIRROR FOR ANY PRODUCT DEFECTS OR ANY DAMAGES ARISING THEREFROM WILL NOT EXCEED THE ORIGINAL END-USER'S PURCHASE PRICE FOR THIS PRODUCT PLUS ANY NECESSARY EXPENSES INCURRED BY THE ORIGINAL END-USER IN REQUESTING WARRANTY SERVICE.

To the extent that this Limited Warranty is inconsistent with applicable state or federal law, this Limited Warranty shall be deemed modified to be consistent with such applicable state or federal law.

Some states do not allow the exclusion or limitation of incidental or consequential damages, 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 which vary from state to state.

HiMirror is a product of Cal-Comp Big Data, Inc. and is distributed in the United States by XYZprinting, Inc., a Delaware corporation (hereafter, "XYZprinting"). For purposes of this Return Policy, HiMirror means XYZprinting.

Neither Cal-Comp Big Data, Inc. nor XYZprinting makes any warranty or assumes any liability with respect to any cosmetics or other skin care products that may be manufactured or sold by third parties.

HiMirror is not designed or intended to diagnose or prescribe treatment for any illness, injury or disease. If you have a skin condition that may require medical treatment, you should consult a health care professional.

## Return Policy

### Return Terms and Conditions.

- A product that is unopened, unused, and undamaged may be returned to HiMirror for refund or exchange within 30 days from the date of the invoice for the sale of the product; however, a restocking fee may apply.
- A product that is DOA (Dead on Arrival) may be returned to HiMirror for refund or exchange within 30 days from the date of the invoice for the sale of the product.
- HiMirror will accept the return of a product for refund or exchange only within the 30-day return period and only in the case of an unopened or DOA product.
- Opened or used products that are proven to be defective may be returned to an authorized service center for repair within the warranty period in accordance with the terms of the Product Warranty.
- The returned product must include all the original contents and the original packaging. The value of any missing items will be deducted from the total of any refund. The end-user is responsible for any damage incurred during shipping.

### Payment for Shipping Costs.

- For the return of a non-DOA (Dead on Arrival) product, the end-user is responsible for the costs of shipping the product back to the authorized HiMirror service center. For the return of a DOA product, once the condition of the product is approved by the authorized service center as DOA, we will be responsible for the end-user's costs of shipping the product back to the authorized service center. Otherwise, the end-user is responsible for the costs of shipping the product back to the authorized service center for warranty service. If an end-user returns a product for warranty service within the warranty period, and the product requires warranty service, we will be responsible for the costs of shipping the repaired or replacement product back to the end-user. In all other cases, the end-user is responsible for the costs of shipping the product back to the end-user.
- If the product is located in a region other than the one it was purchased from, the end-user is responsible for the costs of shipping the product back to the original sale location.

### How a Refund will be Made.

- If a refund is approved, it will be credit to the original method of payment.

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## Federal Communications Commission (FCC) Statement

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15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105(b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:**

- 1) This device may not cause interference and
- 2) This device must accept any interference, including interference that may cause undesired operation of the device.

**RF Radiation Exposure Statement:**

1. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

## Canada, Industrie Canada (IC)

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This Class B digital apparatus complies with Canadian ICES-003  
Cet appareil numérique de classe B est conforme à la norme NMB-003.

**This device complies with ISED licence-exempt RSS standard(s).**

Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

**RF Radiation Exposure Statement:**

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

**Déclaration d'exposition aux radiations:**

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.