

Warranty card (version February 2021)

*Translation and provided for convenience. The text of Dutch version shall prevail.

General

Thank you for purchasing the Tovertafel 2.

This document sets out the warranty we offer for the Tovertafel 2, the associated mounting system, the games, and the applicable conditions. These conditions will only apply if you purchase the Tovertafel 2 for use within your own organisation, not for resale purposes.

If you have purchased the Tovertafel 2 through one of our exclusive distributors, please contact that distributor for the warranty conditions that apply to you. Please refer to our website www.tover.care/manual for an overview of our distributors.

Warranty conditions

What is covered by this warranty?

We warrant that the Tovertafel 2 and the mounting system will not contain any material and manufacturing defects in case of regular use for the effective period of the warranty.

This means that if defects occur in the Tovertafel 2 or the mounting system in case of regular use and maintenance during the warranty period that are the result of causes inherent to the product, we will repair or replace (the defective component of) the product at no cost, such at our discretion.

During the warranty period, periodic software updates and improvements to licensed games will be made available. If defects occur in the licensed games, we will strive to resolve these defects and make the results available with the next scheduled update of the games.

The warranty is valid with due observance of the following conditions:

Warranty period

The warranty period starts on the invoice date and expires at the end of the period set out below.

The warranty period for the products in the United Kingdom and the Republic of Ireland amounts to 24 months, except for the following product categories:

Product category	Warranty period
Beamer lamp	Maximum of 4000 active hours or 24 months, whichever comes first.

How to request the warranty service?

Valid for the United Kingdom and the Republic of Ireland:

If the product no longer works (correctly) and this cannot be resolved using the instructions in the manual, immediately contact our Service Department at **+31 (0)85 3034819** or service@tover.care, and provide us with the requested information. As per our agreement we work according to the following service levels:

Service level 1: These are the shortcomings which our Service Department can resolve remotely by phone or by email;

Service level 2: If the defect cannot be resolved remotely, a trained service technician will visit your location. If this concerns a software issue or a simple hardware issue and the Tovertafel 2 can be repaired on-site, the technician will do so. If your location cannot receive our service technician due to government regulations and/or other circumstances such as Covid-19, you will have the Product(s) ready (preferably in its original packaging) to be collected for repair or replacement in accordance with our instructions;

Service level 3: If the defect cannot be resolved at level 2, the technician will install a temporary or replacement Tovertafel 2 and remove the defective Tovertafel 2 for the warranty services (repairs or replacement). Once the defect has been resolved, we will return the repaired Tovertafel 2 so that it can be installed by yourself or our service technician. The replacement Tovertafel 2 will be removed by our service technician or returned by you in accordance with our instructions.

What is not covered by this warranty?

This product warranty covers defects that are the result of causes inherent to the product. We do not guarantee that the Tovertafel 2 or the games work without any interruptions or errors, and the warranty does not apply in the following cases:

- › damage to packaging, accessories, or cosmetic damage to the casing;
- › defects or damage as a result of regular wear and tear, or replacement of components that by nature are susceptible to wear;
- › loss of contrast and brightness of the projector lamp in case of fewer than 4000 hours or correct use;
- › defects caused by software, not including games provided by us;
- › if the product:
 - has been modified, disassembled, repaired, or reassembled by someone who, or in a manner which, has not been explicitly approved by us;
 - has not been installed, used, stored, maintained, or revised in accordance with our instructions, including the instructions set out in the applicable installation and/or user manual and/or video;
 - has been used in any manner than intended, used outside of the recommended environment, or used in combination with accessories that have not been approved by us;
 - was damaged due to an accident, lightning, water, dirt, excess voltage, a natural disaster, transport, or other causes beyond our control; or
 - does not operate properly as a result of issues attributable to you, such as interruptions in network access (such as the Internet) and disruptions in the high voltage grid (interference, disruptions, or poor quality of the network).

Additional conditions

- › The warranty period will remain in force as of the original purchase date after repairs or replacements.
- › New or functionally equivalent replacement components can be used for repairs or replacements.
- › We will perform the warranty work based on the rates in force at that time in case of defects not covered by the warranty.

This warranty (repair or replacement) replaces any other statutory warranty or liability and constitutes your sole and exclusive legal remedy. Insofar as the transaction concerns a consumer sale, this warranty does not affect the statutory rights of consumers that cannot be deviated from by means of an agreement.