



# WARRANTY TERMS

## Twig Com Distributor terms of warranty

If not otherwise stipulated by National legislation or if not expressly agreed otherwise in Distributor Agreement or other prior agreements, the following terms of warranty are applied to orders and deliveries.

### LIMITATION OF LIABILITY

Products and accessories are sold "as is" and the user will assume full responsibility for determining the suitability of the Product for any particular purpose and for desired results. In no event shall Twig Com be liable for any special, incidental or consequential damages, or commercial losses from any cause including but not limited to, loss of profit or revenues, whether or not Twig Com has received notice of a possibility or certainty of such damage or losses, caused by use of or operation with the Products. In no event shall Twig Com's liability exceed the sales price of the products and services sold.

### Products

These terms apply to mobile devices, accessories, software applications and other products and services.

### Manufacturer's Limited warranty

Twig Com Ltd. warrants to the original purchaser ("Company") that this Twig Com device and all accessories originally provided by Twig Com in the sales package ("Product") are free from defects in materials, design and workmanship under normal use in accordance with the operating instructions and pursuant to the following terms and conditions. Twig Com warrants to Company that during the warranty period Twig Com or a Twig Com authorised service company will in a commercially reasonable time remedy defects in materials, design and workmanship free of charge by repairing or, should Twig Com in its discretion deem it necessary, replacing the Product in accordance with this Limited Warranty (unless otherwise required by law). This Limited Warranty extends only to Company for Products purchased and used in the original country of purchase. The Limited Warranty is valid only in Twig Com's intended country of sales of the product. Company pays for shipping costs to repair or replacement and Twig Com pays for shipping costs back to Company.

### Warranty periods

The warranty period starts at the time of Product's original shipment to the Company. A three month (90 days) storage time is added to warranty time. The Product may consist of several different parts and different parts may be covered by a different warranty period (hereinafter "Warranty Period"). The different Warranty Periods are: 1. Twelve (12) months for Twig Com device and six (6) months for accessories (whether included in the mobile device sales package or sold separately) other than the consumable parts and accessories listed in 2) below; 2. Three (3) months for the following consumable parts and accessories: batteries, chargers, headsets, cables and covers, media on which any software is provided, e.g. memory card or CD-ROM. As far as your national laws permit, the Warranty Period will not be extended or renewed or otherwise affected due to subsequent resale, Twig Com authorized repair or replacement of the Product. However, part(s) repaired or replacement product during the Warranty Period will be warranted for the remainder of the original Warranty Period or for sixty (60) days from the date of repair or re-placement, whichever is longer.

### Extended warranty

Products may be sold with extended warranty. Any such warranty will be clearly marked in the Purchase Order and Delivery Confirmation. Extension period may be additional one (1) or maximum two (2) years to original warranty and is defined using same principles as original warranty period. Products may be sold with extended warranty. Any such warranty will be clearly marked in the Purchase Order and Delivery Confirmation. Extension period may be additional one (1) or maximum two (2) years to original warranty and is defined using same principles as original warranty period.