



# LIMITED WARRANTY

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Please register to activate your 1-year free warranty within the App or by visiting our website: [www.toucansolution.com](http://www.toucansolution.com). Proof of purchase in the form of a bill of sale or receipted invoice, which is evidence that the unit is within the warranty period, must be presented to obtain warranty service.

VuPoint Solutions and VuPoint (Europe) Company Limited (herein referred to as "VuPoint", "us", "we", or "our") warrants this Toucan Product (including any included accessories) against defects in material and workmanship as follows:

For 1 year (12 months) from date of original retail purchase of this Product, if Product is used primarily for personal, family, or household purposes ("Household Consumer Use"), VuPoint will repair or replace the Product, at its sole discretion, if the Product is determined to be defective due to material or workmanship.

If Product is used for any other purpose than Household Consumer Use, including but not limited to commercial, industrial, or other non-household purposes, VuPoint will repair or replace the Product at no charge, at its sole discretion, if the Product is determined to be defective due to material or workmanship.

Before returning the product, please contact us for help and support. Details of your local customer support can be found on our website: [www.toucansolution.com](http://www.toucansolution.com)

To obtain warranty services, you must deliver the Product at your cost in either its original packaging or packaging that affords equivalent degree of protection as the original packaging to the VuPoint service facility. Please deliver the Product with an explanation of the defect, the dated sales receipt, a return address, and contact details. Please allow 7 working days for the Product to be tested for defects.

This warranty does not cover customer instruction, installation, set up adjustments or signal reception problems. This warranty does not cover cosmetic damage or damage due to acts of God, accident, misuse, abuse, negligence, commercial use, or modification of, or to any part of the Product. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply, or attempted repair by anyone other than VuPoint service center. This warranty does not cover Products sold AS IS or WITH ALL FAULTS, or consumables (such as fuses or batteries). This warranty is invalid if the factory applied serial number has been altered or removed from the Product.

REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, VUPOINT SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS PRODUCT, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW. ANY IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THIS WARRANTY.

Some regions do not allow the exclusion or limitations of incidental or consequential damages or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights, which may vary from region to region.

Warranty may vary according to local applicable law, please visit the website to ascertain warranty services in your region.

For troubleshooting information and frequently asked questions, please visit our website or contact customer support, details of which can be found on our website for your region.