



# YuppTV Dongle Limited Warranty Statement

## **Ninety (90) Day Limited Hardware Warranty**

Subject to the additional terms and conditions set forth below, YuppTV provides this Limited Warranty:

Only to the person or entity that originally purchased the dongle from YuppTV Website or from one of its authorized resellers or distributors; and

### **Limited Warranty**

YuppTV warrants the YuppTV Dongle (“dongle”) hardware against defects in materials and workmanship under normal use for a period of ninety (90) days from the date of purchase (“Warranty Period”). If YuppTV determines that the Dongle’s hardware is defective, YuppTV will either repair the unit or replace the unit with either a new or rebuilt dongle, at its option. If the Warranty Period has expired or is otherwise not applicable (see Scope and Limitation on Warranty below), we will return the dongle to you.

THE FOREGOING SETS FORTH YUPPTV’S SOLE OBLIGATION AND YOUR EXCLUSIVE REMEDY IN THE EVENT OF ANY BREACH OF THIS LIMITED WARRANTY.

### **Return and Warranty Service Process**

Please access and review the online help resources at [www.YuppTV.com/support](http://www.YuppTV.com/support) before seeking warranty service. To return or obtain warranty service for a dongle, you must first inform the Customer Support Representative (CSR) at YuppTV support. Customer Support contact information can be found by visiting [www.YuppTV.com/support](http://www.YuppTV.com/support). YuppTV may attempt to troubleshoot a warranty-related problem prior to provide warranty services. Please be prepared to provide additional information upon request. Once the defect is detected and confirmed by YuppTV CSR, you must ship your dongle, freight prepaid, together with proof of purchase and all accessories, in either the original packaging or packaging affording an equal degree of protection, to the YuppTV authorized distribution facility identified by the CSR. Failure to return any of the accessories could result in a delay and/or result in an invoice to you or credit to YuppTV for the missing accessories.

Important: When applying for a replacement, please provide the following information with your request: (a) model number, (b) serial number, (c) problem description, (d) software version (located in

Settings→About device→Build Number), (e) date of purchase, (f) place of purchase (reseller or online place of purchase), and (g) return shipping address (P.O. boxes are not accepted), (h) YuppTV Login Id, (i) Contact Number.

### **Scope of and Limitation on Warranty**

The warranty on the Dongle is limited to the repair or replacement of defective units as described in the Limited Warranty section above. This warranty does not cover customer training or education, installation, set up adjustments, or signal reception problems. This warranty also does not cover any issue related to the service provided by your Service Provider, including but not limited to service disruption, changes in service terms, changes in offerings, changes in format, or technical problems. This warranty does not cover damage due to acts of God, accident, misuse, downloading third party applications, abuse, negligence, commercial use or modification of, or to any part of, your Dongle. This warranty does not cover damage due to improper operation or maintenance, connection to improper voltage supply or attempted repair by anyone other than a facility authorized by YuppTV to service your Dongle. This warranty does not cover consumables (such as fuses and batteries).