

POCKETBOOK WARRANTY AND OUT OF WARRANTY SERVICE PROCEDURE

PocketBook

The manufacturer of the InkPoster and the PocketBook brand, in order to satisfy its clients, enables service orders for PocketBook InkPosters and e-book readers via PTS Corp.

This document is addressed to individual users (B2C) and business users (B2B).

WARRANTY SERVICE

The manufacturer of the Pocketbook and the InkPoster brand guarantees efficient operation of devices provided they are used according to the intended purpose and the technical and operational conditions described in the Service Manual and the Warranty Card.

1. PRODUCT WARRANTY PERIOD:

The warranty period for InkPoster devices lasts 24 months from the date of purchase of the device but not more than 30 months from the date of manufacturing the device.

The warranty period for batteries lasts 6 months from the date of manufacturing the device or from the date of replacement of the battery.

The performance of batteries made using Li-ion technology depends on the number of charge-discharge cycles, the conditions of use (temperature, current), and the duration of storage. Li-ion batteries typically maintain a limited number of charge-discharge cycles, and with each charge-discharge cycle, the battery capacity decreases. Therefore, reducing the operating time of the device from the battery during operation is a normal process due to natural wear and tear.

To determine the remaining warranty period, the PocketBook service center shall check the period that had lasted since the device's production date in the InkPoster devices database.

Where such period exceeds 24 months, the PocketBook service center shall determine the first day of the warranty period from the date of purchase indicated in the document provided by a consumer that confirms the purchase: cash register receipt (sales receipt, delivery note) or other document confirming the purchase, which must contain the date of purchase, model title, serial number, and the signature and stamp of the seller.

If a consumer has not provided any of the documents confirming the purchase, or the provided documents contain incomplete or inaccurate information, the commencement of the warranty period is calculated from the date of manufacture of the device, which is printed on the retail packaging of the device and encrypted in the serial number of the device as well.

If the warranty period commencing from the date of manufacture of the device is expired, PocketBook is entitled to refuse the warranty service provision.

PocketBook may perform out-of-warranty or post-warranty service for devices whose warranty period has expired if the service center is technically able to do so.

For complete detail and instruction visit <https://inkposter.com/pages/warranty-terms>

2. HOW TO REPORT A CLAIM?

Register your claim at:

A. PTS Corp Service Centre on website: <https://ptscorp.com/pocketbook>

- Register the claim via your user account or use the form without creating an account.
- Direct any questions to: shop@inkposter.com

Note: For each item, it is necessary to fill out the claim form.

B. Place of Purchase (If applicable).

3. REQUIRED DOCUMENTS:

Submit a copy of the purchase document (receipt or invoice), or any document confirming seller name, sold device, and purchase date.

4. HOW TO PACK A DEVICE?

Before sending, please disconnect your Ink Poster from your account.

To do this user should be in the Bluetooth area of the InkPoster frame. In the application go to the InkPoster About menu, open extended settings by tapping top right button and tap Forget InkPoster. The frame will then reset to the factory settings.

In case if user is not near the frame and does not have Bluetooth, after Forget InkPoster procedure, user should press the reset button 7 times on the frame itself to reset the frame to the factory settings.

After RMA registration of the device on our website, pack the device with all documents and accessories. Do not send any additional equipment (ex. SD cards, documents, covers, earbuds, headphones etc.).

- Secure the device with fillers in the original or alternative box.

PTS Corp and PocketBook are not responsible for transport damage caused by improper packaging.

5. LIMITATIONS AND EXCLUSIONS:

PocketBook is not liable for damage in excess of the cost of purchasing the device, as well as for any loss of the possibility of operation, loss of time, inconvenience, commercial loss, loss of profit or savings, other incidental, special, or indirect losses, penalties or legal costs arising out of a malfunction or inability to use the device.

All implied warranties, including without limitation the warranties of merchantability and fitness for a particular purpose, are hereby expressly limited to the duration of this limited warranty (specifically, to the warranty period stated above). The said limitation will apply to the extent that it is not expressly prohibited by the respective laws.

This limited warranty does not cover and apply to the following:

1. Cables, adapters, and accessories that come with the device.
2. Natural wear or cosmetic defects (scuffs, scratches, stains, staining or abrasion of surfaces or special coatings, dents, chips, the effects of exposure to any chemicals, medical or cosmetic products, etc).
3. Integrity and recovery of data, settings, user profiles, files, or programs.
4. Damages due to connecting the device to non-compatible ports, connectors, or power sources, as well as due to voltage drops, etc.
5. Defects due to third-party intervention (repair, installation, and/or replacement of device components or software, as well as the actions of malware or viruses).
6. Damage and defects due to violation of the operating rules described in the user manual, as well as due to improper or inappropriate use of the device.
7. Damage and defects due to the use of the device in conjunction with non-original accessories or any other third-party products.
8. Damage and defects due to the penetration of any liquids into the device case or immersion of the device in a liquid.
9. Mechanical damage, including hidden damage due to exposure to third-party substances and objects, as well as due to a fall or any other mechanical impact (e.g., damage to the screen, card reader slot, ports or connectors of the device, as well as its case elements, etc).
10. Gradations and heterogeneous shades of grey in the images on the display, which is a feature of all screens based on electronic inks technology (E-Ink) and is not a defect.
11. Cases when the number of "dead" pixels (black or luminous dots) on the device's screen does not exceed five.
12. Cases of individual intolerance, irritation, allergic and other reactions of the body to the device/accessory, its case elements, internal components, coatings, or odors.

6. SOFTWARE WARRANTY LIMITATION

The software ("firmware") of the device is supplied "as is". PocketBook does not guarantee the proper quality, performance and functionality of third-party software or its compatibility with PocketBook software. PocketBook provides no guarantee that the software does not contain errors or bugs. PocketBook does not guarantee the compatibility of the hardware and software products of the device with hardware and software that is not part of the device, except as specified in the user manual. PocketBook does not guarantee the suitability of the software for a user-defined purpose, nor does it guarantee that the software will meet the personal requirements and expectations of the user or analogues and standards that are not described in the accompanying documentation or on the InkPoster website <https://inkposter.com/>.

PocketBook does not guarantee the proper operation of the software with incorrect or damaged files and is not responsible and liable for the correct operation of third-party files.

PocketBook may (but is not obliged), at its own discretion, periodically improve and modify the software ("firmware") of the device and, from time to time, release new versions of the software ("firmware"). To achieve the best user experience with the device, PocketBook strongly recommends using the latest versions of the software ("firmware") available for updating via Wi-Fi or on the company's [website inkposter.com](https://inkposter.com/) in the "Support" section for your country.

PocketBook has the right, at its own discretion, to decide on the installation (reinstallation) and update of the software ("firmware") of the device in the process of warranty and post-warranty service. For most cases of service and repair of the device, installation (reinstallation) or update of software ("firmware") is an obligatory and necessary stage and an integral part of the technological process of service and repair of the device and further diagnostics.

PocketBook and the service center cannot guarantee further correct operation of the device when using earlier versions of software ("firmware") and are not responsible for the correct operation of the device in case of using earlier versions of software ("firmware"). The user's refusal to install (reinstall) or update the software ("firmware") of the device is considered as the user's refusal of warranty service for the device.

⚠ Units with excluded conditions may be returned without contact any additional contact with the Customer.

7. LIABILITY & EXCLUSIONS:

- Damage, loss or erasure of customer's data from device memory or storage media. The device user is responsible for backing up his/her data.
- Non-original accessories or items or equipment not included in the original kit (eg SIM cards, SD cards, cases / covers, headphones, documentation, etc.)
- Problems associated with the interoperability of the claimed goods, third-party software or hardware compatibility issues.

8. RETURN SHIPPING COSTS

- If the return is due to our error (e.g., wrong or defective product): InkPoster will provide a prepaid return shipping label.
- If the return is due to buyer's remorse or change of mind: Return will be free of charge within first 30 calendar days after purchasing.

9. IF PACKAGE IS DAMAGED DURING SHIPPING:

Check shipment with courier present. If damaged:

- Make a damage report with the courier.
- If possible take photos and contact shop@inkposter.com

 Warning: Applying for compensation for damaged or incomplete equipment is possible only after the completion of the damage report.

OUT OF WARRANTY CLAIMS OR POST-WARRANTY SERVICE

1. HOW TO REPORT A CLAIM?

- Email shop@inkposter.com.

2. REQUIRED DOCUMENTS:

- No proof of purchase required.
- Include detailed fault description for proper diagnosis.

3. PACKING INSTRUCTIONS:

- Follow same packaging instructions as warranty service.
- Send at your own expense and ensure proper transportation insurance

4. LIABILITY EXCLUSIONS:

Same as Warranty Section 7.

5. IF PACKAGE IS DAMAGED DURING SHIPPING:

- Follow same procedure as Warranty Section 9.

NEED ASSISTANCE?

If you have any other questions, please feel free to contact us at shop@inkposter.com.