



Limited Warranty for the Zivio Boom™

What is covered by this warranty?

Joby Communications, Inc. ("Joby") warrants the Zivio Boom Bluetooth® headset ("the Zivio") against all defects in materials and workmanship for a period of one (1) year from the date of original purchase. This warranty extends only to the original end user of the Zivio ("the Customer").

What is not covered by this warranty?

Any other implied warranties, including but not limited to warranties of merchantability or fitness for a particular purpose, are limited to one (1) year from the date of original purchase, with the exception of jurisdictions that prohibit limitations on implied warranties. In addition, this warranty is provided in lieu of any other warranty, including but not limited to all other express warranties.

This warranty does not cover the following: 1) any limited life consumables and peripheral accessories, including but not limited to earpieces, earpiece connectors, ear loops, ear loop magnets, USB cables, A/C power adapters, and batteries; 2) damage or malfunction due to abuse, misuse, improper or insufficient maintenance or care, or "force majeure" (e.g., act of nature, war, crime); 3) superficial or cosmetic damage; 4) damage or malfunction occurring from normal wear and tear; 5) damage or malfunction occurring from alterations and modifications to the Zivio; 6) damage or malfunction occurring from use with products manufactured by entities other than Joby; 7) damage or malfunction occurring from any actions other than normal use; 8) the Zivio firmware; 9) any direct, indirect, consequential, or special damages of any kind, including but not limited to loss of profits, loss of data, or damage to any other products.

What will Joby do?

Joby will replace or refund the original purchase price of the defective Zivio. In the event of replacement, Joby may replace the defective Zivio with either a new or refurbished headset. Joby's total liability per Zivio will, in no event, exceed the original purchase price of the Zivio.

What do I need to do?

To exercise service covered by this warranty, the Customer must contact Joby Customer Service at 1-800-574-1418, 6AM to 6PM Pacific Standard Time (PST) Monday through Friday and 10AM to 4PM Saturday and Sunday, to request a Return Merchandise Authorization (RMA). The Customer must provide proof of purchase, the Zivio's serial number, and a detailed description of the Zivio's defect or malfunction. Joby will not be responsible for handling or returning any Zivios sent to Joby without an RMA. The Customer may be responsible for the cost of shipping the defective Zivio to the return site designated by Joby Customer Service. If Joby determines that the defect or malfunction is covered by this warranty, Joby will be responsible for the cost of shipping the repaired or replacement Zivio to the Customer. If Joby determines that the defect or malfunction is not covered by this warranty, Joby is not responsible for the cost of shipping the Zivio back to the Customer.