

Warranty and Refund Policy

Tile Hardware Limited Warranty

Tile warrants that your Tile hardware product ("the Product") will be free from defects in materials and workmanship for a period of one (1) year from the date of delivery to the original retail purchaser ("the Warranty Period"). If a defect in the Product arises within the Warranty Period, Tile will, at its sole option and subject to applicable laws: (a) repair or replace it with a new or refurbished product or component; or (b) refund the original purchase price upon return of the defective Product. This Warranty does not apply to Products you purchase from unauthorized resellers, or where the instructions for use and activation of the Product are not complied with or where the Product is damaged as a result of abuse, accident, modification or other causes beyond our reasonable control.

ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE PRODUCTS ARE LIMITED TO THE DURATION OF THE APPLICABLE EXPRESS WARRANTY. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, ARE DISCLAIMED. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

Claims process: To obtain remedies under this Warranty, Tile must receive Consumer's claim before the end of the Warranty Period. Consumer must obtain a Return Material Authorization ("RMA") from Tile and return the defective Device together with proof of purchase to the address specified by Tile in connection with the RMA. Consumer shall bear the cost of shipping the Device to Tile. By sending the Device, Consumer agrees to transfer ownership to Tile. Tile may not return the original Device to Consumer. Tile warrants that any repaired or replaced Device is covered for the remainder of the original Warranty Period. If the claim is justified based on this Warranty, Tile shall bear the cost of shipping the repaired or replacement Device to the Consumer. Any product returned to Tile without a valid warranty claim or without a RMA may be rejected, returned at sender's cost (subject to prepayment) or disposed of in Tile's sole discretion.

To obtain an RMA from Tile, please follow instructions outlined [here](#).

Tile Refund Policy

We have worked very hard to create a product you will love and we believe you will love your Tile product. However, we realize the Product you receive from Tile may not be exactly what you expected. Should this rare occurrence take place, the original retail purchaser of the Product may return all Tiles purchased in the original transaction, in their original condition, with the

original receipt and packaging, within 30 days of the date of delivery to the original retail purchaser and Tile will exchange it or provide a full refund of the original purchase price. Please note that this policy applies only to Products you purchase directly from Tile. This is in addition to your legal rights and your rights under the Tile hardware one (1) year Worldwide Warranty referred to above.

How can I return my order for a refund?

Requesting a Refund

A Tile order is eligible for a refund if you've had it less than 30 days, and the order is returned in good condition with original packaging. You will need to contact us prior to returning the order to receive the proper return instructions. You can read more details about our warranty and refund policy [here](#).

[To request a refund, please click here.](#)

Please note that partial returns are not eligible for a refund. (Example: If you ordered a 4 Tiles, you must return all 4 Tiles to receive a refund.)

Note: Tile can only refund orders placed directly through our website, www.thetileapp.com. If you purchased Tile through another party (such as Amazon.com) please contact them for refund instructions.

Return and Refund instructions

Once you have submitted your request, you will be contacted within one business day with your RMA# (Return Merchandise Authorization number) and instructions on how to return your order

Upon receipt, we will verify that all of the Tiles in your original order are included with the return and that the Tiles are in good physical condition. Once the return has been processed, a confirmation message will be sent out with information on when the refund should be expected.

<https://support.thetileapp.com/hc/en-us/requests/new>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.