

# Warranty

## NIX & Nixplay One (1) Year Limited Warranty

NIX & Nixplay photo frames are products designed and manufactured by Creedon Technologies here after designated by “The Company”

The Company warrants the product hardware components ('Product') against defects in material and workmanship when used in accordance with The Company's documentation ('Documentation') for a period of one (1) YEAR after the date of original purchase ('Warranty Period') from the Company or the Company's authorized reseller. If a hardware defect arises and a valid claim is received within the Warranty Period, at its option and to the extent permitted by law, Company will either (1) repair the hardware defect at no charge, using new or refurbished replacement parts, (2) exchange the product with a new or manufactured from new or serviceable used parts and is at least functionally equivalent to the original product or (3) refund the purchase price of the product.

When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes company's property. Parts provided by company in fulfillment of its warranty obligation must be used in products for which warranty service is claimed. When a refund is given, the product for which the refund is provided must be returned and becomes company's property.

We only cover warranty for purchases made within the USA, Canada, UK or \*EU Countries\*.

If you purchase from any of these countries but use the frame in a different country, and require warranty service, you will be responsible for the shipping costs back to the country where the item was originally purchased. We will also be unable to ship a replacement or repaired item to any country outside of the USA, Canada, UK or \*EU Countries\*, where it was first purchased.

## EXCLUSIONS AND LIMITATIONS

The Company will have no warranty obligation with respect to the following circumstances ('Exclusions') ('Ineligible Products'): (i) a Product that has no defects in materials or workmanship, (ii) Products with defects that are not reproducible by The Company, (iii) Products marked as 'sample' or sold 'AS IS', (iv) Products whose serial number has been defaced or removed, or (v) Products that have been subject to: (a) any modifications, alterations, repair, or servicing by any party other than The Company or The Company's authorized representatives; (b) handling, storage, installation, testing, or use not in accordance with the applicable Documentation; (c) abuse, negligence, neglect, accidents, abuse or misuse; (d) any breakdowns, fluctuations, or interruptions in electric power or the telecommunications network; or (e) any Acts of God, including fire, flood, tornado, earthquake, hurricane, excessive snow, lightning, riot, insurrection, act of war or other disaster.

### Ventilation policy:

The slots and openings on the frame are provided for necessary ventilation. To ensure reliable operation and to protect it from overheating, these slots and openings must never be blocked or covered (i.e., the area around the speakers at the top back of the frame AND the area in the middle back behind the pull-out stand). As a general guideline, the rear of the frame should be 2-6 inches from the wall and the sides of the frame should have about 4 inches of ventilation space. If the frame is to be Wall-Mounted, please leave a gap between the speaker area and the wall, ensuring the room is adequately ventilated and air-conditioned.

**WARNING:** There is a risk of hardware damage. Never place the Digital Photo Frame in a confined space, such as a bookcase or built-in cabinet, unless proper ventilation is provided. Failure to do this, and subsequent damage to the frame will void your warranty.

### OBTAINING WARRANTY SERVICE FROM NIXPLAY

Please access and review the online help resources referred to in the documentation accompanying this hardware product before requesting warranty service. If the product is still not functioning properly after making use of these resources, please contact our representatives at [support@nixplay.com](mailto:support@nixplay.com).

To learn more about our Shipping and Returns policies, click [here](#).

### OBTAINING WARRANTY SERVICE FROM 3RD PARTIES

We currently sell our Digital Photo Frames officially through the following online sales channels:

- amazon.com
- amazon.co.uk \* (Service Available to EU Customers)\*
- rakuten.com
- nixplay.com
- amazon.ca; seller name 'NIX'
- ebay.com; seller name 'nixplayusa'
- Newegg.com

If your order is from another party, not on the above list (such as a third-party seller on Amazon that is NOT Creedon Technologies, NIX or Nixplay), you will need to contact the vendor directly for further information, as they are not officially affiliated with us.

Website: <https://www.nixplay.com/>

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.