

Mevo Inc. (“**Mevo**,” “**we**,” or “**our**”) offers Mevo-branded hardware products, including Mevo® cameras and accessories (collectively, “**Hardware Products**”). This document (the “**Agreement**”) sets forth the limited warranties we offer and the terms of sale for Hardware Products that we directly sell.

1. Terms of Sale for Direct Purchases

1.1 Mevo may sell you Hardware Products directly. You must pay Mevo the prices displayed at checkout (for website purchases) or in your purchase order, as applicable, plus applicable taxes and shipping and handling fees.

1.2 Title transfers upon delivery of the item to Mevo’s shipping carrier. Once title has passed, you assume the risk of loss or damage. No title is transferred in any software installed on a Hardware Product. Any pre-installed software (including any updates thereto) will be governed exclusively by the end user license agreement supplied with the software or, if no such license is provided, then Mevo’s [Terms of Service](#).

1.3 You may not purchase Hardware Products from us for the purpose of resale or export without our prior written consent. We may cancel orders that we reasonably believe are intended for unauthorized resale or export. Authorized dealers must comply with our [Reseller Policy](#).

2. 30-day Refund Policy for Direct Purchases of Mevo Cameras

2.1 Subject to the terms and conditions hereof, persons who purchase eligible Mevo cameras directly from **mevo.com** have thirty (30) days from the date of purchase to return the Mevo camera for a refund less shipping and handling fees (“**Refund Policy**”).

2.2 If the packaging has been opened, we may charge a restocking fee equal to 20% of the purchase price. If the returned item is damaged (and not covered under the Limited Warranty) or missing parts or documentation, we may deny or reduce the refund. If you purchase a Mevo camera through a third-party retailer, please see that retailer’s refund policy.

2.3 To request a refund, you must follow the return instructions set forth in **Section 6** and ship the item to us within thirty (30) days of your purchase. For clarity, you are deemed to have shipped the item on the date you deliver it to a shipping carrier in accordance with our return instructions.

2.4 The following items are not eligible under our Refund Policy:

- Items that were sold as part of a bundle with software or software-as-a-service (SaaS) products and were not separately priced;
- Items that were sold to an invoiced account;
- Items that were provided on a free or demo basis;
- Previously used or “AS IS” items that were marked as such;
- Items that were subject to a special offer that disclaimed any refund policy;
- Items purchased for resale or export; and
- Non-camera accessories (such as a case or stand).

2.5 You will receive any refund through your payment method or by check. Please allow 2-4 weeks for refund processing. All refunded amounts will be paid in, at Mevo's option, U.S. dollars or your local currency.

3. Limited Warranty for Hardware Products

3.1 Subject to the terms and conditions hereof, Mevo warrants to each person who purchases an eligible Hardware Product directly from Mevo or one of its authorized dealers that the item will be free from defects in materials or workmanship (the “**Limited Warranty**”) for the following periods:

Hardware Product	Limited Warranty
Mevo and Mevo Plus cameras	1 year

All other Hardware Products not elsewhere specified or included	90 days
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3.2 The Limited Warranty begins on the date of purchase. If Mevo provides a repaired or replacement item pursuant to the Limited Warranty, the warranty period will continue through the greater of the original one-year period or ninety (90) days after you receive the repaired or replacement item.

3.3 Where a Hardware Product does not comply with the Limited Warranty, Mevo will, at its option, (a) repair the item; (b) replace it with a new or refurbished item; (c) replace it with a substitute item that provides equivalent functionality (but only if the returned item is no longer in stock); or (d) provide a refund of the amounts actually paid by you (in the case of items sold directly by Mevo only). This is your sole remedy under the Limited Warranty.

3.4 To invoke the Limited Warranty, you must follow the return instructions set forth in **Section 6** and ship the Hardware Product to us on or before the end of the warranty period. For clarity, you are deemed to have shipped the item on the date you deliver it to a shipping carrier in accordance with our return instructions.

3.5 Each Hardware Product offered by Mevo is eligible for this Limited Warranty, *provided that* this Limited Warranty does not apply to:

- Software installed on a Hardware Product, whether pre-installed or subsequently installed;
- Consumable parts;
- Cosmetic imperfections;
- Damage caused by you or a third party, whether through accident, misuse, improper maintenance, or exposure to an unsuitable environment;
- Damage caused by natural disasters or power surges;
- Defects caused by normal wear and tear or otherwise due to the normal aging of the Hardware Product;

- Items that, based on information Mevo receives from relevant public authorities, have been stolen and you cannot prove in any way that you are the purchaser (e.g., by presenting proof of purchase);
- Items where the serial number has been defaced or removed; or
- Items that you have not fully paid for or which were provided on a free or demo basis.

3.6 Warranty repairs are performed at our facilities in New York City. You are responsible for paying for warranty repair shipments to Mevo. Please allow 4-6 weeks for repair.

4. Statutory Warranties

The law of the jurisdiction (e.g., state or country) where you purchased a Hardware Product may provide statutory warranties that are broader than those provided in this Agreement. To the extent those warranties apply and cannot be waived, Mevo will comply with them.

5. Non-warranty Repairs

For defects or damage not subject to the Limited Warranty, you may contact us to inquire about repair options. If Mevo determines that a returned Hardware Product is not subject to the Limited Warranty, Mevo will contact you to discuss repair options (if any). Mevo may decline to repair any Hardware Product. If Mevo is willing and able to repair a Hardware Product, it will quote a fee. If you accept and pay the quoted fee, Mevo will use commercially reasonable efforts to repair and return the repaired item. You must pay all shipping and handling fees for non-warranty repairs.

6. Product Return Procedures

6.1 To return a Hardware Product, whether for refund or repair, you must first contact us to obtain a Return Merchandise Authorization (RMA) number. Please see our contact information in **Section 10**.

6.2 You must provide all requested information in the form we provide. After you complete the form, we will provide return instructions. You must follow these instructions. If the item is a device with storage media, you must delete any personal or confidential information and back up any data. We will not be responsible for any data loss or exposure.

6.3 For valid Refund Policy and Limited Warranty returns, Mevo will pay for return shipment via ground service within the United States and Canada. If Mevo determines that you were not eligible for the Refund Policy or Limited Warranty, you must reimburse Mevo for its out-of-pocket shipping costs.

7. Warranty Limitations

7.1 EXCEPT AS EXPRESSLY SET FORTH HEREIN, MEVO MAKES NO REPRESENTATIONS OR WARRANTIES OF ANY KIND, INCLUDING ANY IMPLIED WARRANTY. No Mevo reseller, agent, or employee is authorized to make any modification, extension, or addition to the Limited Warranty. Among other things, Mevo does not warrant that:

- The Hardware Product will suit your needs;
- The operation of the Hardware Product, in isolation or in conjunction with any other product or service we offer, will be uninterrupted or error-free;
- The Hardware Product will operate with any third-party product or software, except for the operating systems and/or web browsers listed on the packaging; or
- Mevo will continue to support the Hardware Product or make other products and services that are compatible with it.

7.2 TO THE MAXIMUM EXTENT PERMITTED BY LAW, MEVO WILL NOT BE LIABLE FOR THIRD-PARTY CLAIMS AGAINST YOU; LOSS OR EXPOSURE OF DATA; INJURY RESULTING FROM IMPROPER HARDWARE USAGE; SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES; LOSS OF BUSINESS, REVENUE, COST-SAVINGS, PROFITS, OR GOODWILL; OR DAMAGES EXCEEDING THE AMOUNT YOU ACTUALLY PAID FOR THE HARDWARE PRODUCT(S).

8. Customer Information

In purchasing Hardware Products and/or requesting a refund, Limited Warranty repair, or other service from us, you may provide us with certain personal information including your name, address, phone number, and email address. We may use this information to, among other things, fulfil requests that you have made, issue product recalls, provide safety notices, and provide

software or firmware updates (if applicable). We may share your information with authorized vendors (e.g., delivery companies) to fulfil the foregoing purposes. For more information, please see our [Privacy Policy](#).

9. General Terms

This Agreement contains the full agreement of the parties with respect to the subject matter hereof and shall be governed by the law of the State of New York without regard to conflicts of law principles. Any dispute between you and Mevo arising out of or relating to this Agreement or any Hardware Product shall be commenced in the federal or state courts located in New York County, New York. **IN ANY SUCH ACTION, BOTH YOU AND MEVO IRREVOCABLY WAIVE ANY RIGHT TO A TRIAL BY JURY.** If any term of this Agreement is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

10. Contact Information

For support, refund, and warranty inquiries, please contact us at:

Mevo Support:

Email us [here](#)

For camera returns, complete this [form](#)

Mailing Address for Notices and Returns: Mevo Inc.

19 Morris Avenue

Brooklyn, New York 11205