

## ■ Xplova 有限產品保固政策

此「有限產品保固」適用於 Xplova 產品，包括原廠 Xplova 盒裝內所有配件。如果產品的使用與維修方式皆遵照購買人在購買時獲得之使用手冊及其他隨附文件的指示，Xplova 保證來自其授權經銷商與零售商的產品將符合產品規格，且在「有限產品保固期限」期間（即從原購買日期起的 **1 年內**），沒有材質和工藝的瑕疵。此「有限產品保固」受下列條款與條件規範：

1. 若要獲得保固服務，您必須提供購買憑證（零售商的收據正本或副本）。
2. 此「有限產品保固」僅在銷售本產品的國家 / 地區具有效力。
3. 在「有限產品保固期限」期間，此「有限產品保固」是讓 Xplova 進行維修或更換損壞產品的唯一憑證。若原產品包裝中遺失的元件是透過線上拍賣所購得，恕 Xplova 不予以更換。
4. 若要獲得保固服務，請聯絡您當地的 Xplova 授權零售商或 Xplova，瞭解運送說明和 RMA 編號。
5. 在「有限產品保固期限」期間，此「有限產品保固」包含產品的檢測與維修費用。損壞之產品應由購買人自行付費運送至指定場所，且須一併提供購買憑證與 RMA 編號。
6. Xplova 會將維修後或更換後之正常運作的產品送至可供客戶取貨的區域。  
更換後的故障產品或元件全數歸 Xplova 所有。

7. 由 Xplova 維修後或更換後的產品應繼續獲得保固，期限為原始保固期限的剩餘時間，或從維修或更換日期起的三（3）個月，以時間較長者為準。

8. Xplova 保留隨時新增、刪除或修改條款與條件的權利，恕不在其以下列出的網站上另行通知。

**9. 如果損害是由下列任何原因所導致，則不適用此有限保固：**

A. 產品序號已遭移除、抹除、汙損、修改或無法辨識。

B. 以不正常方式使用本產品而導致的損壞。

C. 正常損耗的產品退化。

D. 由非 Xplova 指定之廠商對本產品進行不正確的安裝，或進行未經授權的改裝或維修所造成的損壞。

E. 搭配非 Xplova 官方授權或提供的元件或配件進行操作，或用於非主要用途外之範圍所造成的損壞。

F. 將本產品暴露於異常具腐蝕性的環境，或在極度高溫或濕度的狀態下操作所造成的損壞。

**10. 在法律對損害賠償免責的最大範圍內，Xplova 不對任何附帶或衍生性損失或傷害所造成的任何損失承擔責任，包括但不限於利潤損失或商業損失。**

11. 此「有限產品保固」不影響客戶在產品購買國家所享有之法定權利，此類權利仍受到保護。某些國家不允許排除或限制偶然或間接的損失或損害，或暗示保證的限制，在此情況下，上述排除之限制可能不適用於此類客戶。

## **保固服務：保固期限因區域而有所不同**

1. 產品本體與組件自購買日起一年內，於正常使用狀況下可獲得免費售後維修服務。

2. 保固維修時，須出示原購買發票或是單據，維修中心將依憑證提供保固內服務，或 是有償維修。請注意，「有限產品保固期限」以及服務提供和回應時間可能會根據國家而有所不同，而且可能也會受限於產品購買國家之註冊規定。

如果您需要有關保固條件的協助，或有 任何其他查詢，請聯絡原零售商或 Xplova。

**網站：<https://www.xplova.com>**

## ■ Xplova Limited Product Warranty Policy

This Limited Product Warranty shall apply to Xplova products including all accessories as contained within the original Xplova gift box. Xplova warrants that products from its authorized distributors and retailers will meet the applicable product specifications and be free from all defects in material and workmanship during the Limited Product Warranty Period, **one year** starting from the date of original purchase, if the products are used and serviced in accordance with the user manual and other documentation provided to the purchaser at the time of purchase. This Limited Product Warranty is subjected to the following terms and conditions:

1. To obtain warranty service, a proof of purchase, an original or copy of the sales receipt from the original retailer, is required.
2. This Limited Product Warranty is only valid and enforceable in the country/region where the product is sold.
3. This Limited Product Warranty is at sole option of Xplova to either repair or replace the defective product during the Limited Product Warranty Period. Xplova will not replace missing components from any package purchased through online auctions.
4. To obtain warranty service, contact your local Xplova authorized retailer or Xplova for shipping instructions and an RMA number.
5. This Limited Product Warranty covers expenses for inspecting and repairing the product during the Limited Product Warranty Period. The defective product shall be delivered by the purchaser at his/her own expense to the designated premises together with the proof of purchase and RMA number.
6. Xplova will return the repaired or replaced product to the drop-zone for collection by the customer in good working condition. All replaced faulty products or components will become the property of Xplova. If Xplova repairs or replaces the product, the repaired or replaced product shall continue to be warranted for the remaining time of the original warranty period or for three (3) months from the date of repair or replacement, whichever is longer.
7. Before returning any units for service, be sure to back up data and remove any confidential, proprietary, or personal information from the Product. Xplova is not responsible for damage to or loss of data.
8. Xplova reserves the right to add, delete or amend the terms and conditions at any time without prior notice on its website indicated below.

**9. THIS LIMITED WARRANTY SHALL NOT APPLY IF THE DAMAGE WAS CAUSED BY ANY OF THE FOLLOWING:**

- A. The product serial number has been removed, erased, defaced, altered or is illegible.
- B. The damage is resulting from the use of the product in a manner other than its normal and customary manner.
- C. Deterioration of the product due to normal wear and tear.
- D. The damage is arising from improper installation, unauthorized repair, alteration or modification to this product by third parties other than Xplova or its designee.
- E. The damage is arising from operating with components or accessories not officially authorized or provided by Xplova or used in other than its intended use.
- F. The damage is arising from exposure to abnormally corrosive conditions or operation with extreme heat or humidity.

**10. XPLOVA WILL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL LOSSES OR DAMAGES TO ANY NATURE, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR COMMERCIAL LOSS, TO THE FULLEST EXTENT THAT THOSE LOSSES OR DAMAGES CAN BE DISCLAIMED BY LAW.**

11. This Limited Product Warranty does not affect the customer's statutory rights in law specific to the country of purchase, such rights remain protected. Some countries do not allow the exclusion or limitation of incidental or consequential loss or damage, or limitation of the implied warranties, in those circumstances the preceding limitation of exclusions may not apply to such customers.

**Warranty Coverage:**

1. Under normal conditions of use, the product main unit and components gets a one year free after-sales maintenance services.
2. Please present the original purchase approval or receipt with this Product Warranty on upon of requesting a service. Service fee might be charged in accordance with this Product Warranty. Please note the Limited Product Warranty Period and service availability and response times may vary from country to country and may also be subject to registration requirement in the country of purchase. If you require assistance regarding warranty conditions, or any other enquiries, please contact the original retailer or Xplova.

**Website: <https://www.xplova.com>**