

WARRANTY POLICY

For FIDO HOME NV-3501P

Warranty Terms

1. This warranty is limited to repair or replacement of defective products during the warranty period.
2. If a correctly installed and used product is found to be defective within 2 weeks from the date of shipment, the product will be considered DOA. Customers can apply for a customer complaint online and FidoDarts will provide product replacement services.
3. If a problem is discovered after 2 weeks from FidoDarts's shipment date, the customer must first open a service case and then return the defective product to FidoDarts for repair. Customers can go to the FidoDarts website to submit service requests.
4. Customers are required to insure their products or bear the risk of loss or damage to the products in transit. You must also pay for shipping costs and package the product in its original box or similar packaging material before shipping it to FidoDarts for repair. Customers can seek assistance from the original dealer or the nearest FidoDarts repair center.
5. The warranty period after repair or replacement of the product is calculated based on the remaining warranty period of the original product.

Unauthorized Returns

If the customer returns the product without making a service request in accordance with the regulations, or if the product is not a FidoDarts product, FidoDarts will not accept it. These products are returned at the customer's own cost and risk. FidoDarts does not provide refunds or exchanges.

Not Covered by Warranty

Warranty coverage does not include:

1. The product found to be defective is out of warranty.
2. Defects may occur due to misuse or abuse, whether accidental or otherwise. FidoDarts may, at its sole discretion, decide whether to provide repairs for such products.
3. The product is damaged due to natural disasters such as lightning strikes, floods, earthquakes or fires.
4. The customer modifies the product in any way not mentioned in the product manual. (Note: The FidoDarts product manual provides product installation, configuration, and maintenance instructions. Please refer to the product manual before installing or configuring the product.)
5. Software products.
6. Consumables, such as dart board,PU surround and Cover.
7. The product serial number has been changed or cannot be recognized.
8. Data or software is missing.

Terms of Service and Fees

1. If the customer agrees to inspect the product, FidoDarts will provide a quote for the total repair costs for the customer's review upon completion of the inspection.
2. If the customer decides not to use FidoDarts repair services, FidoDarts will, at the customer's discretion, return the defective product to the customer or directly scrap the product. If the product exceeds the warranty period, the customer must bear the return shipping costs.
3. The total cost of the customer authorizing FidoDarts to repair the faulty product will be calculated according to the following table:

RMA		Under Warranty	Out of Warranty
Delivery Fee	To FidoService Center	Paid by customer/dealer	Paid by customer/dealer
	From FidoService Center to Customer/Dealer	Paid by FidoDarts	Paid by customer/dealer
	Note: If the customer decides not to use FidoDarts repair services, FidoDarts will, at the customer's discretion, return the defective product to the customer or directly scrap the product.		
Testing Fee		Free	Paid by customer/dealer
Repair Costs and Parts		Free	Paid by customer/dealer
	Note: If the customer agrees to inspect the product, FidoDarts will provide a quotation of the total maintenance cost to the customer after completing the product inspection and wait for notification. If the product has expired, or the damaged part is not covered by the product warranty, FidoDarts will charge a repair fee.		

Note:

1. If the product returned for repair has expired, or if the product is still within the warranty period but is excluded from the warranty scope due to the reasons stated in the "Non-Warranty Scope" clause, then:
FidoDarts reserves the right to decide whether to provide repair services for products based on the status of its spare parts inventory.
2. If the customer agrees to FidoDarts testing the product, FidoDarts will send a formal quotation via email after completing the testing.
3. After receiving the quotation, the customer can decide whether to use FidoDarts repair services. If the customer decides not to use FidoDarts repair services, the product will be shipped back to the customer at the customer's expense. Customers can also choose to have the product scrapped directly by FidoDarts without paying additional fees.

Limitation of Liability

1. This warranty supersedes any other warranty agreement, express or implied, written or oral. FidoDarts' liability in connection with the manufacture, sale, supply and use of the products, whether based on warranty, contract, negligence, product liability or otherwise, shall not exceed the original cost of the products.
2. Under no circumstances will FidoDarts be liable for unintentional or consequential losses to the customer, including without limitation loss of profits or use arising out of the manufacture, sale or supply of the products.
3. If you need to confirm the warranty status of your product, please go to the FidoDarts website to use the online warranty inquiry service.