

Blackpill Innovative Developments AB
Company No. 556852-3418
Sweden

1. SCOPE OF WARRANTY

Blackpill Innovative Developments AB (“Supplier”) warrants that the TPAgent hardware device (“Hardware”) shall be free from material defects in materials and workmanship under normal commercial use for a period of twelve (12) months from the date of delivery to the Reseller.

This Limited Warranty applies only to Hardware purchased directly from Supplier or an authorized reseller.

2. WARRANTY PERIOD

The warranty period is twelve (12) months from the original delivery date of the Hardware to the Reseller.

The warranty period is calculated from the original delivery date as stated on Supplier’s invoice.

The warranty does not restart or extend due to replacement or repair.

3. WARRANTY REMEDY

If Hardware is found to be defective within the warranty period, Supplier shall, at its sole discretion:

- (a) repair the defective Hardware; or
- (b) replace the defective Hardware with a new or refurbished unit of equal functionality.

Repair or replacement shall be the exclusive remedy under this Limited Warranty.

Supplier is not obligated to provide refunds.

4. RETURN PROCEDURE (RMA)

Before returning any Hardware, the Reseller must contact Supplier to obtain return authorization.

Hardware must be returned to Supplier (return-to-base) at the Reseller's expense unless otherwise agreed.

Supplier shall cover return shipping costs for repaired or replacement units.

5. EXCLUSIONS

This Limited Warranty does not apply to defects or damage resulting from:

- Improper installation or use;
- Modification or unauthorized repair;
- Use outside intended indoor commercial environments;
- Electrical power surges, improper power supply, or external damage;
- Accidents, misuse, negligence, or environmental exposure;
- Removal or alteration of compliance labels or serial numbers.

This Limited Warranty applies only to the Hardware and does not cover third-party components, accessories, or consumables.

6. LIMITATION OF LIABILITY

To the maximum extent permitted by law, Supplier's liability under this Limited Warranty is limited to repair or replacement of the Hardware.

Supplier shall not be liable for:

- Loss of data;
- Loss of business or revenue;
- Indirect or consequential damages.

7. NO OTHER WARRANTIES

Except as expressly stated in this Limited Warranty, the Hardware is provided “as is”.

No other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose, are provided.

8. BUSINESS CUSTOMERS

This Limited Warranty is intended for business-to-business transactions.

Reseller is responsible for providing any additional warranty commitments to End Customers beyond the terms stated herein.

9. GOVERNING LAW

This Limited Warranty shall be governed by the laws of Sweden.