



## Creative Knowledge Labs Limited Warranty

Creative Knowledge Labs warrants that the retail hardware product herein (“Product”) is free of material defects in materials and workmanship that result in Product failure during normal consumer usage for the Warranty Period, according to the following terms and conditions:

1. This limited warranty extends only to the original end-user purchaser and holder of this warranty (“you” or “Your”) and is not transferable or assignable to any subsequent purchaser.

**2. You must provide proof of purchase of the Product by a dated itemized receipt to be eligible for this limited warranty.**

3. The limited warranty is **ONLY** applicable in the country or territory where the Product was purchased from an authorized Creative Knowledge Labs Retailer and excludes any product that has not been purchased as new or is obtained as a result of the purchase of a non-Creative product.

4. If the Defects arises and a valid claim is received during the Warranty Period (as provided below), Creative Knowledge Labs will at its sole option, repair the Defect at no charge, using new or refurbished replacement parts. Please note that:

a. The limited warranty for the Product extends for **ONE (1) year** from the date of Your Purchase (“Warranty Period”). The Warranty Period will be extended by each whole day that the Product is out of Your possession for repair under this warranty.

b. Creative Knowledge Labs will pay for the labor charges incurred by Creative Knowledge Labs in repairing or replacing the defective parts during the **Warranty Period** from the date of Your purchase.

c. You will not have to pay for any such replacement parts.

d. Creative Knowledge Labs also warrants that the repaired or replaced parts will be free from defects in material and workmanship for a period of NINETY (90) days from the date of repair or replacement, or for the remainder of the Warranty Period, whichever is greater.

5. Creative Knowledge Labs does not warrant uninterrupted or error-free operation of the Product. Creative Knowledge Labs is not under any obligation to support the Product for all operating environments, including but not limited to, interoperability with either or both current and future versions of software or hardware.

6. For Products that can store data: Creative Knowledge Labs is not responsible or liable for any data stored on the Product that is lost, deleted, or is otherwise inaccessible. All data will be deleted from the Product during repairs. You should remove or make a backup copy of any data stored on the Product prior to shipping the Product to Creative Knowledge Labs.

7. If a problem develops during the Warranty Period, please refer to [www.hansvision.com](http://www.hansvision.com) or contact Your retailer. Please note: (i) You must provide **proof of purchase** of the Product by a dated itemized receipt; (ii) You shall bear the cost of shipping (or otherwise transporting) the Product to Creative Knowledge Labs. Creative Knowledge Labs will bear the cost of shipping (or otherwise transporting) the Product back to You after completing the warranty service; (iii) Before You send the Product to Creative Knowledge Labs, You must be issued with a Return Merchandise Authorization (“RMA”) number from Creative Knowledge Labs. Clearly write the RMA number on the outside of the package containing the Product, being sent to Creative Knowledge Labs. Creative Knowledge Labs will not accept a return that does not have RMA number on the outer packaging; and (iv) You can only return the defective Product (s) not covered under Section 8 below. Creative Knowledge Labs is not responsive for other products or accessories returned with the defective Products. For further details on Creative Knowledge Labs Warranty terms, Product returns and repair procedure, Creative Knowledge Labs customer support services and contact information, please refer to <https://www.hansvision.com/contact-us/>.

8. The limited warranty does not apply to:

a. Damage caused by normal wear and tear, abnormal use or conditions, misuse, neglect, abuse, accident, improper handling or storage, defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, including without limitation, software changes, or modification in any way by someone other than Creative Knowledge Labs, or its authorized service centers improper use of any electrical source, undue physical or electrical stress, operator error, non-compliance with instructions or other acts which are not the fault of Creative, including damage or loss during shipment.



b. Damage from external causes such as floods, storms, fires, sand, dirt, earthquakes, an Act of God, exposure to sunlight, weather, moisture, heat, or corrosive environments, electrical surges, battery leakage, theft, or damage caused by the connection to other products not recommend for interconnection by Creative Knowledge Labs.

c. Damage or loss of data due to (i) interoperability with either or both current and future versions of operating systems or other current or future software and hardware, (ii) a computer virus, worm, Trojan horse or memory content corruption, or (iii) malfunction or defect of the Product.

d. Counterfeit products or any accompanying products not bearing a Creative Knowledge Labs serial number provided with the Product.

e. Any Product that: (i) has had its serial number altered, defaced or removed; (ii) shows evidence of tampering; (iii) mismatched board serial numbers; or (iv) non-conforming or non-Creative housing(s), casing or parts.

f. Any defect occurring after the expiration of the Warranty Period or where Creative Knowledge Labs was not advised in writing of an alleged defect or malfunction within seven (7) days after the expiration of the Warranty Period.

9. Creative Knowledge Labs's limit of liability under the limited warranty is the actual cash value of the Product at the time of YOUR claim. Creative Knowledge Labs will not be liable for any other losses or damages. These remedies are Your exclusive remedies for breach of warranty. Any action or lawsuit for breach of this limited warranty must be commenced within eighteen (18) months following the purchase of the Product.

10. IN SO FAR AS PERMITTED BY LAW, CREATIVE KNOWLEDGE LABS PROVIDES THEIR PRODUCTS "AS IS". THE FOREGOING LIMITED WARRANTY IS YOUR SOLE AND EXCLUSIVE REMEDY AND IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. TO THE EXTENT PERMITTED BY APPLICABLE LAW, CREATIVE KNOWLEDGE LABS HEREBY DISCLAIMS THE APPLICABILITY OF ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE FOR THE PRODUCT. IF SUCH A DISCLAIMER IS PROHIBITED BY APPLICABLE LAW, THE IMPLIED WARRANTY IS LIMITED TO THE DURATION OF THE FOREGOING LIMITED WRITTEN WARRANTY.

11. CREATIVE KNOWLEDGE LABS WILL NOT BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY LOST PROFITS, SAVINGS, DATA, OR LOSS OF USE, ANY THIRD PARTY CLAIMS, AND ANY INJURY TO PROPERTY OR BODILY INJURY (INCLUDING DEATH) TO ANY PERSON, ARISING FROM OR RELATING TO THE USE OF THIS PRODUCT OR ARISING FROM BREACH OF THE WARRANTY. BREACH OF CONTRACT, NEGLIGENCE, TORT, OR STRICT LIABILITY, EVEN IF CREATIVE KNOWLEDGE LABS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

12. This warranty gives You specific legal rights. You may also have other rights, which vary from state to state and country to country. The terms of this warranty do not exclude such rights. Some states and countries do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages or the exclusion of liability for injury (including death) caused by our negligence, so the above limitations or exclusions may not apply to You.

13. This is the entire warranty between You and Creative Knowledge Labs and supersedes all prior and contemporaneous agreements or understandings, oral or written, relating to the Product, and no representation, promise or condition not contained herein will modify these terms.

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To register your e-dictionary, please visit <http://www.hansvision.com/reg>

Please note that your warranty rights are not dependent on registration.



## **CREATIVE KNOWLEDGE LABS 保修信息**

Creative Knowledge Labs 保证此零售硬件产品（“产品”）没有材料和工艺上的瑕疵，不会在正常使用情况下发生故障，所依据的条款如下：

1. 本保修协议仅适用于有上网注册的原始购买者（“您”或“您的”），若转让或指定给任何后续买方，则本协议失效。
2. 您必须提供注明购买日期的票据作为您购买的凭证，才可获得此保修服务。
3. 此保修服务仅限于在产品购买国或地区内，从授权的 Creative Knowledge Labs 销售商处所购买的产品，不包括任何二手及随附其他公司产品所赠送的 Creative Knowledge Labs 产品。
4. 保修期内，如果出现产品瑕疵并收到有效请求，Creative Knowledge Labs 将提供免费的维修服务，更换新零件或整修瑕疵零件。请注意：
  - a. 产品的保修期自购买之日起仅为一（1）年（“保修期限”），根据此保修协议，保修期限将针对产品保修占用的时间作出相应延长（延长的时间和保修所占用的时间一致）。
  - b. 自购买之日起，Creative Knowledge Labs 将在保修期内承担一切由于更换或维修瑕疵零件而引发的人力费用。
  - c. 您无需承担诸如更换零件之类的费用。
  - d. Creative Knowledge Labs 承诺经维修或更换的零件自维修或更换之日起九十（90）天内保修。若与原保修期限重叠，则以较长的时期为准。
5. Creative Knowledge Labs 不保证产品在使用过程中不出现操作中断或差错。Creative Knowledge Labs 不保证产品在所有操作环境下都能得到支持，包括但不限于与目前或/和未来版本的软硬件的兼容问题。
6. 针对具有数据存储功能的产品：任何存储在此类产品中的数据如有丢失、删除或者无法读取的情况，Creative Knowledge Labs 概不负责。维修中所有的数据资料都将被删除。在向 Creative Knowledge Labs 寄送产品之前，您应当删除或备份存储与产品中的所有数据资料。
7. 如果保修期内出现问题，请访问 [www.hansvision.com](http://www.hansvision.com) 或联络您购买产品的零售商。请注意：
  - (i) 您必须提供注明购买日期的票据作为您的购买凭证；
  - (ii) 您需要承担将产品寄送（或以其他方式运输）至 Creative Knowledge Labs 的费用。Creative Knowledge Labs 将承担保修服务完成后将产品寄送（或以其他方式运输）给您的费用；
  - (iii) 在将产品寄回 Creative Knowledge Labs 公司前，您需要获取一个 Creative Knowledge Labs 确认的返修商品认证（RMA）编号。请在返还产品的外包装上，清楚地写上 RMA 编号。Creative Knowledge Labs 不受理外包装上没有 RMA 编号的返还产品；
  - (iv) 您只能返还在下面第 8 条中未提及的瑕疵产品。随瑕疵产品返还的其它产品或配件，Creative Knowledge Labs 不予负责。更多有关 Creative Knowledge Labs 保修条款、产品返还及维修程序、Creative Knowledge Labs 客户支持服务及联系方式的详细信息，请参见 <https://www.hansvision.com/contact-us/> 上客户支持的部分。
8. 下列情况不属于保修范围：
  - a. 由于正常磨损和老化、非正常使用或环境异常、误用、疏忽、滥用、事故、不当操作或储存而造成的损坏、或者因维修、测试、调整、安装、维护、改装而造成的瑕疵或损毁，包括但不限于由 Creative Knowledge Labs 及其授权的维修中心以外的人员对软件进行的一切改动或改造、使用电源不当、重压或电压过大、操作失误、违反操作规程或其他不属于 Creative Knowledge Labs 过错的行为，包括运输过程中的损坏或丢失。
  - b. 由于外部原因如洪水、风暴、火灾、沙土、泥污、地震等不可抗力，以及暴晒、恶劣天气、潮湿、高温、腐蚀性的环境、电压过高、电池泄漏、偷窃、或与非 Creative Knowledge Labs 推荐的连接产品连接所造成的损坏。
  - c. 由于以下原因引发的数据损坏或丢失：
    - (i) 与目前或/和未来版本的操作系统，或者与其他目前或未来软硬件互用，
    - (ii) 电脑感染病毒、蠕虫、木马或内存损毁，或
    - (iii) 产品故障或缺陷。
  - d. 假冒产品或任何随产品附带但不具备产品序列号的配件。
  - e. 有下列特征的产品：
    - (i) 序列号被涂改、损毁或丢失；
    - (ii) 有篡改迹象；
    - (iii) 与产品电路主板序列号不匹配；或
    - (iv) 不合格的或非 Creative Knowledge Labs 制造的机壳、包装或零件。
  - f. 保修期满后发生的任何故障，或者 Creative Knowledge Labs 在保修期满后七（7）天之内没有得到任何关于产品缺陷或故障的书面声明。



9. 根据本保修协议，Creative Knowledge Labs 所要承担的有限责任是您提出请求时产品所具有的实际现金价值。对于任何其他损失或损毁，Creative Knowledge Labs 概不负责。若违反本保修协议，上述这些是您唯一的补救方案。对于违反本保修协议所采取的一切行为或诉讼必须在产品购买之日起十八（18）个月内进行。

10. 在法律许可的前提下，Creative Knowledge Labs 提供原样产品。上述有限保修协议是您唯一的补救方案，它代替了所有其他明示或暗示的保修协议。在适用法律许可的前提下，Creative Knowledge Labs 声明不提供任何有关销路、特定目的或产品使用的暗示担保。如果这一声明为适用法律禁止，暗示担保责任仅限于上述有限书面保修的期限内。

11. 对于任何因使用该产品、违反本保修协议、违约、疏忽、民事侵权行为或严格赔偿责任而造成的间接的、偶然的、特殊的、惩罚性的或连带性的损失，包括但不限于利润损失、储蓄损失、数据丢失、效用损失、任何第三方损失、任何财产损失或人身伤害（包括死亡），Creative Knowledge Labs 概不负责，即使 Creative Knowledge Labs 已经被提示这些损失发生的可能性。

12. 本保修协议赋予您某些特定的法律权利。根据国家/地区的不同，您可能还享有其他权利。本协议条款不排除这些权利。一些国家或州（省）不允许对暗示保修的时间设置期限，或对偶然或连带损害责任实行排斥或限制，或因我方疏忽造成的伤害（包括死亡）免责，所以上述责任限制或排斥可能不适用于您。

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