

## LIMITED FACTORY WARRANTY

JOOLA North America, LLC ("JOOLA") warrants iPong Table Tennis Robots are free from defects in workmanship and materials under normal personal use and conditions for a period of one year from the date of original purchase in the United States and Canada.

### **iPong Registration**

Registration must be completed within 10 days from the date of your purchase of the iPong Table Tennis Robot. You can access the registration form [here](#) and submit your information electronically.

### **What is Covered**

Except as provided below, the Limited Warranty covers all defects in materials and workmanship.

This Limited Warranty is void if the iPong Table Tennis Robot is:

- damaged through improper usage, negligence, misuse, abuse, transportation damage, acts of nature, or accident (including failure to follow the instructions supplied with the iPong Table Tennis Robot)
- used in commercial applications or rentals
- modified by anyone not authorized by the Company

If during the Limited Factory Warranty period, any part or component of the iPong Table Tennis Robot is found by JOOLA to be defective, JOOLA will, at its discretion, repair the unit, offer a replacement unit (either the same or an equivalent model), allow the original retailer of the unit to exchange the defective unit with a new unit (either the same or an equivalent model), or refund the original purchase price of the unit, without charge for labor or parts. JOOLA's obligation to repair, replace, or exchange the unit, however, is limited to the amount of the original purchase price of the iPong Table Tennis Robot.

## **THIS LIMITED WARRANTY IS AVAILABLE ONLY TO THE ORIGINAL PURCHASER OF THE IPONG TABLE TENNIS ROBOT AND IS VALID IN THE UNITED STATES AND CANADA ONLY.**

## **JOOLA'S LIABILITY IS LIMITED TO THE REPAIR OR REPLACEMENT, AT ITS DISCRETION, OF ANY DEFECTIVE IPONG TABLE TENNIS ROBOT AND DOES NOT INCLUDE ANY LIABILITY FOR INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND.**

## **THIS WARRANTY IS EXPRESSLY MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED.**

This Limited Warranty gives you specific legal rights, but you may also have other rights that vary from state to state.

For questions regarding this Limited Warranty or the IPONG TABLE TENNIS ROBOT, please call or write us:

iPong Customer Service Department  
15800 Crabbs Branch Way Suite 250  
Rockville, MD 20855

[info@ipong.net](mailto:info@ipong.net)  
[www.ipong.net](http://www.ipong.net)

### **How to Obtain Warranty Service**

In order to obtain warranty service under this Limited Warranty, please follow the following steps:

- User must complete and submit the iPong Table Tennis Robot Registration within 10 days of purchase.
- Retain the original copy of the sales receipt.
- Call JOOLA's Customer Service Department at (301) 816-3060 anytime from 9:00 am to 5:00 pm (EST) to notify JOOLA of the nature of the problem and to find out how to obtain servicing. JOOLA will decide whether the iPong Table Tennis Robot may be serviced at user's location or at a location designated by JOOLA.
- If instructed to return the iPong Table Tennis Robot to JOOLA for servicing, user is responsible for shipping the unit, at his/her own expense, to the address provided by JOOLA in adequate packaging that will protect it against further damage.
- Include owner's name, address, daytime telephone number, model number of the iPong Table Tennis Robot, and a description of the problem.
- JOOLA will pay for any shipping charges to return the repaired or replaced iPong Table Tennis Robot.

### **Reordering Parts**

Please contact JOOLA North America, LLC and have the following information ready:

- Original Product number
- Part Number (from assembling instructions)
- Credit card information (number, expiration date, CVC code, billing name and address) for payment processing (if after warranty)
- Shipping address for replacement parts

iPong Customer Service Department  
15800 Crabbs Branch Way Suite 250  
Rockville, MD 20855