

24. This warranty does not violate or limit any rights of the customer towards the Seller coming from law regulations of any contracts between them.

25. Usage conditions:

- Lightberry requires 5V ($\pm 10\%$) constant voltage power supply. Maximum power allowed for the power adapter should be 3A for versions up to 48 LEDs and 4A for 52 LEDs; Lightberry HD sets require 6A for 4m and 8A for 5m.
- Lightberry should be used in temperature of +15 - +40 deg Celsius and humidity between 10% and 80%. Condensation of water on Lightberry or any liquid spilling will void this warranty;
- after transportation, the Lightberry should be left to adjust its temperature to room conditions, prior to installation.
- Lightberry should not be exposed to vibrations, working in strong electromagnetic fields. Device should be protected from strong sun exposure or in dusty rooms.
- All connections or disconnections should be made only after unplugging the power adapter from electrical socket, including Raspberry Pi® power supply.

Warranty rules



Lightberry

1. The Subject of this warranty is a peripheral device for Raspberry Pi ® called "Lightberry", which consist of an LED strand with drivers, converter, connector wires and a TV fastening system (“**Lightberry**”).
2. The purpose of this warranty is for Lightberry SC (the “**Warrantor**”) to provide the customer with assurances as to the suitable quality and proper functioning of the Lightberry.
3. This warranty applies to Lightberrys bought in the European Union and is valid only within the EU.
4. This warranty does not cover any software flaws or changes, in particular (but without limitation) the incompatibility of Raspberry Pi® software with Lightberry. Lightberry is designed to work with the latest version of boblight library. Any changes to this software, causing lack of compatibility with Lightberry, are not covered by this warranty. Lightberry S.C. will use all reasonable endeavours to deliver to Lightberry users the operating system compatible with Lightberry.
5. The warranty period is two years from the date of purchase.
6. In case of problems with the functioning of your Lightberry, please raise a support ticket with the Warrantor. by sending an email message to support@lightberry.eu - please mention your reason for contact and your contact details. The Warrantor will then inform you of the next steps..
7. After the user notices a fault with Lightberry, he/she is obliged to contact Lightberry as soon as reasonably possible. Further usage of a faulty Lightberry may cause it further damages

and, unless the circumstances are exceptional (at the Warrantor's absolute discretion), will void the warranty.

8. All issues with Lightberry, during its warranty period, will be repaired without charge by the Warrantor's warranty repair service (the "**Repair Service**") in the shortest reasonable time. The Warrantor will use all reasonable endeavours to make all necessary repairs within 14 working days of the date that the Repair Service receives the Lightberry.
9. Where the Repair Service is not able to repair the Lightberry within 14 days the Warrantor will provide the customer with a replacement.
10. For the avoidance of doubt, the Warrantor will use all reasonable endeavours to repair or replace in accordance with the timescales in sections 9 and 10 (above), but cannot provide any assurances that they will be met.
11. To make use of the Repair Service, the customer is obliged to deliver the faulty Lightberry with all its components (except for the TV fastening tape) together with a copy of their proof of purchase and description of the faulty behavior (in English or Polish) to: [inset address to send]
12. The repaired Lightberry will be returned to the purchaser at the Warrantor's cost, together with reimbursement of reasonable postage costs to the customer for sending in the Lightberry. Please note that where a warranty claim is not justified (i.e. the Lightberry is not faulty), the transportation costs from the Repair Service to the customer must be paid by the customer, and no reimbursement of the customer's initial postage will be made.
13. When sending Lightberry to the Repair Service, we recommend using the original package in which you received the Lightberry. If this is not possible, the Lightberry should be packed safely by the customer so that it is not damaged during the transportation. The customer is responsible for any damage to the Lightberry during postage, and such damage is not covered by this warranty.
14. LED stripes sent without protective spool and antistatic wrapping are not eligible for warranty claims, refunds and repairs.
15. The warranty period will be extended by the time needed to repair the Lightberry. However, where a warranty claim is not justified (determined at the Warrantor's reasonable discretion), the warranty period will not be extended. Note that every element exchanged or repaired will be covered by the 12 month (extendible) warranty.
16. The customer is automatically entitled to receive a replacement device if the Lightberry requires three repairs.

17. Where components of Lightberry must be exchanged, the Repair Service reserves the right to return to the customer replacement parts produced by different manufacturers, but with no worse parameters than the original ones.
18. The Repair Service will take ownership of all faulty parts replaced during the repair and ownership of such items is hereby assigned.
19. In case of an unjustified warranty claim, the Repair Service may charge the buyer reasonable costs for testing and transportation.
20. This warranty does not cover any loss of expected benefits and any costs related to usage of Lightberry.
21. The Warrantor is responsible for all failures arising from defects to Lightberry existing at the time of its purchase, but is not responsible for defects after the purchase, in particular any defects:
 - resulting from incorrect usage, installation, storage or transport
 - caused by random events beyond the Warrantor's control, including but not limited to fire, flood, lightning strike or incorrect voltage.
 - natural usage of the device
 - caused by malfunction of the Lightberry software or operating system;
 - caused by device reconfiguration or extension; software compatibility issues or any third party hardware compatibility issues.
 - caused by lack of proper maintenance.
22. This warranty does not cover:
 - Physical/mechanical damage and resultant issues;
 - software failures (including operating system and boblight library)
 - damages caused by failure to take reasonable care in relation to the use of electronic equipment, or any damage caused by from the customer's lack of reasonable knowledge on such matters;
 - any action which the customer is obliged to undertake (e.g. software configuration, maintenance, etc).
23. This warranty will be void in in the case of:
 - damage to warranty stickers
 - any attempts at repairs, adjustments or changes made by unauthorized persons.