

# indiCo™ and DOURADA™ Tech Product Warranty



## ONE-YEAR LIMITED WARRANTY

indiCo, LLC offers a limited one-year warranty applies to all indiCo and DOURADA branded mobile tech products. These products are warranted to be free from defects in materials and workmanship for a period of one year from the date of purchase, if purchased from an authorized reseller. indiCo strives to solve issues in a fast and professional manner, and will replace a tech product found, at its sole discretion, to be defective during the warranty period.

This warranty is only valid for the original purchaser and automatically terminates prior to expiration if this product is sold or otherwise transferred to another party. indiCo is not responsible for any costs, losses or damages incurred because of loss or misuse of the product. Specifically exempt from warranty are limited-life consumable components subject to normal wear and tear, such as microphone windscreens, ear cushions, modular plugs, ear tips, decorative finishes, batteries, and other accessories. This warranty does not cover defects or damage arising from improper use or maintenance, normal wear and tear, commercial use, accident, or external causes, including but not limited to improper storage; misuse or abuse; accident or neglect; physical damage (cracks, scratches, etc.) to the product resulting from misuse; contact with liquid, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food; or use of the product or accessories for commercial purposes or subjecting the product or accessories to abnormal usage conditions.

Unauthorized repair, modification, or customization voids this warranty. TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY IS THE SOLE WARRANTY PROVIDED BY INDICO. INDICO DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT), AND INDICO'S LIABILITY IS LIMITED TO THE ORIGINAL PURCHASE PRICE.

## HASSLE FREE RETURNS

Customers—Return the defective product in its original packaging or packaging affording an equal degree of protection to the place of purchase. The following information must be presented to obtain Warranty Services: (a) the product, (b) proof of purchase, (c) reason for return. If the place of purchase no longer has stock of the item, indiCo will ship a replacement (or similar) to the store for exchange. This may take 2-3 weeks.

Retailers—Exchange any defective product with store stock (or similar) and ship the defective item back to indiCo. If you do not have stock, please contact indiCo Customer Service with the model name and number. indiCo will ship you a replacement product. All defective returns must be shipped to the address below:

indiCo Tech Product Warranty  
528 E Lorain Street  
Oberlin OH 44074

Please use your judgement when accepting defective exchanges. The defect should be a clear manufacturer issue. indiCo will do its best to replace the same product. Due to limited production runs and limited stock, it may be necessary to replace with a similar or better product. Where possible, please check [indicodirect.com](http://indicodirect.com) to see what stock is available and help the customer select a replacement product.

Questions or comments can be sent to indiCo Customer Service at [cs@goindico.com](mailto:cs@goindico.com).