

# LEVANTIQ LIMITED WARRANTY

Last Updated: **14<sup>th</sup> March 2026**

This Limited Warranty (“Warranty”) describes the warranty coverage, service procedures, repair workflow, and limitations applicable to products manufactured or distributed by **LevantiQ Inc.** (“LevantiQ”, “Company”, “we”, “our”, or “us”).

This Warranty applies to products purchased directly from **<https://levantiq.shop>** or through authorized LevantiQ distribution channels, unless a separate written agreement explicitly provides otherwise.

This document forms part of the LevantiQ legal framework and must be read together with the **Terms & Conditions**, Privacy Policy, Shipping Policy, Returns & Refund Policy, and Product Safety & Usage Guidelines.

## 1. DEFINITIONS

For purposes of this Warranty:

**“Product”** means any hardware device, accessory, module, component, system, or technological object manufactured, developed, or distributed by LevantiQ.

**“Customer”** means the original purchaser of the Product from LevantiQ or an authorized LevantiQ sales channel.

**“Warranty Period”** means the time period during which the Product is eligible for warranty service.

**“Warranty Service”** means repair, replacement, or other corrective action determined by LevantiQ after evaluation of a warranty claim.

**“Authorized Service”** means inspection or service performed by LevantiQ or by a service provider authorized by LevantiQ.

## 2. WARRANTY COVERAGE

LevantiQ warrants that the Product will be free from defects in materials and workmanship under normal use and operating conditions during the applicable Warranty Period.

This Warranty applies only to defects arising from manufacturing or material faults and does not cover issues caused by misuse, unauthorized modification, improper installation, or external damage.

The Warranty applies solely to the original Customer and is generally not transferable unless required by applicable law.

### 3. WARRANTY PERIOD

Unless otherwise specified for a particular Product, the standard Warranty Period is **12 months from the date of delivery** to the Customer.

Certain Product categories, including prototype devices, experimental technologies, collector editions, or limited-production units, may be subject to modified warranty coverage or alternative support structures as described in Product documentation.

### 4. SCOPE OF WARRANTY SERVICE

If a defect covered by this Warranty is confirmed, LevantiQ may provide one of the following remedies: repair of the Product • replacement with an equivalent Product • replacement with a refurbished unit • partial or full refund where repair or replacement is not feasible.

The specific remedy will be determined by LevantiQ based on the nature of the defect, availability of replacement components, and operational considerations.

### 5. WARRANTY CLAIM PROCEDURE

Customers seeking warranty service must contact LevantiQ customer support and provide: order reference or proof of purchase • Product model identification • Product serial number if applicable • description of the issue • photographs or diagnostic information where relevant.

LevantiQ may request additional technical information to assess the reported issue before authorizing warranty service. Certain LevantiQ products may include unique identifiers, serial numbers, or edition numbers. These identifiers help preserve product authenticity and traceability.

### 6. RETURN FOR WARRANTY SERVICE

If warranty evaluation requires physical inspection, LevantiQ may issue a **Return Merchandise Authorization (RMA)**.

Customers must follow the RMA instructions provided by LevantiQ, including packaging requirements and return shipping procedures.

Products returned without RMA authorization may be refused.

### 7. INSPECTIO AND DIAGNOSTIC PROCESS

After receiving a Product under warranty claim, LevantiQ may conduct a structured inspection process including: visual examination • mechanical inspection • electronic diagnostics • firmware validation • component-level testing. The purpose of the inspection is to determine whether the issue qualifies as a defect covered under this Warranty.

## 8. REPAIR WORKFLOW

Where repair is determined to be the appropriate remedy, LevantiQ may perform repairs using new or refurbished components that meet the Company’s functional and quality standards. Repair timelines may vary depending on component availability, diagnostic complexity, and service workload.

## 9. REPLACEMENT WORKFLOW

If replacement is deemed necessary, LevantiQ may provide a new or refurbished unit of the same or functionally equivalent model. Replacement units may contain refurbished components that have been tested and verified to meet operational standards.

## 10. SHIPPING RESPONSIBILITY FOR WARRANTY SERVICE

If a defect covered by this Warranty is confirmed, LevantiQ may cover reasonable shipping costs associated with warranty service. If inspection determines that the Product does not qualify for warranty coverage, return shipping costs may be the responsibility of the Customer.

## 11. WARRANTY EXCLUSIONS

This Warranty does not cover damage or malfunction resulting from: misuse or improper handling • unauthorized modification or repair • operation outside recommended environmental conditions • exposure to liquids, chemicals, or extreme temperatures • electrical faults caused by improper power sources • cosmetic damage not affecting functionality • damage caused during unauthorized transport.

## 12. LIMITATION OF REMEDIES

To the extent permitted by applicable law, the remedies described in this Warranty constitute the Customer’s exclusive remedies for defects in the Product.

[LevantiQ shall not be liable for indirect, incidental, or consequential damages arising from Product defects or malfunction.](#)

[Unauthorized software modification or firmware alteration may impair device functionality and void warranty coverage.](#)

## 13. WARRANTY VOID CONDITIONS

This Warranty may be void if: the Product has been opened or modified without authorization • firmware has been altered or tampered with • serial numbers or identification labels have been removed • non-authorized accessories or components have been used.

## 14. SERVICE LOCATION AND TURNAROUND TIME

Warranty inspection, repair, or replacement services may be performed at LevantiQ facilities or at service centers authorized by LevantiQ. The specific service location may depend on product category, component availability, geographic logistics considerations, or operational capacity.

LevantiQ does not guarantee fixed repair or service turnaround times. Estimated timelines may be provided for convenience but may vary depending on diagnostic complexity, parts availability, service workload, logistics constraints, customs procedures, or other operational factors.

Customers acknowledge that warranty service timelines may reasonably vary and that LevantiQ shall not be liable for delays caused by circumstances outside its operational control.

## 15. DATA AND CONFIGURATION RESPONSIBILITY

Certain LevantiQ Products may contain firmware, configuration parameters, calibration settings, or other digital elements that could be affected during diagnostic or repair procedures.

Before submitting a Product for warranty service, Customers are responsible for preserving any configuration information, operational settings, or user-specific data associated with the Product where such preservation is technically feasible.

LevantiQ shall not be responsible for loss of configuration data, calibration parameters, firmware states, or other digital information that may occur during legitimate diagnostic, repair, or replacement procedures.

## 16. THIRD-PARTY ACCESSORIES AND COMPONENTS

This Warranty applies only to LevantiQ Products and does not extend to accessories, components, peripherals, adapters, mounting elements, cables, power supplies, or other equipment that are not manufactured or expressly authorized by LevantiQ.

Damage or malfunction caused by the use of non-authorized accessories, third-party components, or incompatible hardware integrations may void warranty coverage to the extent permitted by applicable law.

## 17. CONSUMABLE OR WEAR COMPONENTS

Certain components may be subject to normal wear over time depending on operating conditions, environmental exposure, mechanical interaction, or expected lifecycle limitations.

Unless otherwise specified in Product documentation, normal wear of such components does not constitute a defect in materials or workmanship and may fall outside standard warranty coverage.

## 18. REPLACEMENT PRODUCT OWNERSHIP

Where LevantiQ replaces a defective Product or component under this Warranty, the original Product or component returned by the Customer becomes the property of LevantiQ once the replacement has been issued.

Replacement units provided under warranty service may be new or refurbished units meeting LevantiQ operational quality standards.

## 19. PRODUCT SUPPORT OUTSIDE WARRANTY

Products that fall outside the Warranty Period may still be eligible for paid service or technical support depending on component availability and operational feasibility.

LevantiQ reserves the right to determine whether out-of-warranty service is available.

## 20. POLICY UPDATES

Products that fall outside the Warranty Period may still be eligible for paid service or technical support depending on component availability and operational feasibility.

LevantiQ reserves the right to determine whether out-of-warranty service is available.

---

## CONTACT INFORMATION

For questions regarding these Terms, LevantiQ Products, allocation decisions, order procedures, legal matters, or policy interpretation, Users and Customers may contact:

- **LevantiQ LLC:** State of Delaware, United States
- **Official Website:** <https://levantiq.shop>
- **Customer Support:** [contact@levantiq.shop](mailto:contact@levantiq.shop)
- **Legal Inquiries:** [legal@levantiq.shop](mailto:legal@levantiq.shop)

*LevantiQ reserves the right to request identity verification or supporting information before responding to account-sensitive, transaction-sensitive, or compliance-sensitive inquiries.*