



# Level Warranty Policy

Last Updated: March 6th, 2020

## 1. Limited Warranty

Level warrants that for a period of two years from shipment (“Warranty Period”), Level Products will be free from defects in materials and workmanship under normal use in accordance with the documentation with the product or available on the Level Sites (“Product Warranty”). In the event of a defect, contact Level at [support@level.co](mailto:support@level.co) (<mailto:support@level.co>) for return instructions. Warranty services are available only in countries where the Level Product is sold directly by Level or an authorized Level reseller. Shipping charges may apply except where prohibited by applicable law.

This Limited Warranty applies only to Level Products returned to Level during the Warranty Period in accordance with return instructions obtained from Level. If Level determines that the returned Level Product is defective, Level, at its option, will either repair or replace the unit with either a new or refurbished equivalent Level Product, or refund the original purchase price. The replacement product will be warranted for the remaining period of the original warranty. This Limited Warranty does not apply to products damaged by misuse, accident, electrical disturbance or normal wear and tear. Level Products are not designed for or warranted against damage from use in areas subject to extreme temperature, excessive moisture, or other inherently hazardous environments. Level’s obligation to repair or replace the product or provide a refund as set forth above is your sole remedy and Level’s sole obligation under this Limited Warranty.

This Limited Warranty does not cover any non-Level branded products or services, even if packaged or sold with Level Products. This Limited Warranty does not cover consumable parts, including batteries, unless damage is due to defects in materials or workmanship of the Level Product (even if packaged or sold with the Level Product). Level recommends that you use only authorized service providers for maintenance and repair of Level Products. Unauthorized use of Level Products or Level Software can impair the product’s performance and may invalidate this Limited Warranty. For services sold by Level or from the Level Sites, Level accepts no liability for any claims arising out of or caused by the third-party services or any act or omission, including negligence, by the third-party service provider.

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**IN ADDITION TO THE ABOVE WARRANTY DISCLAIMERS, WITHOUT LIMITING ANYTHING SET FORTH IN THE LEVEL TERMS OF SERVICE, IN NO EVENT WILL LEVEL BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, EXEMPLARY, OR SPECIAL DAMAGES, INCLUDING ANY**

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This Limited Warranty gives you specific legal rights. You may also have other legal rights that vary by state, province, or jurisdiction. Some jurisdictions do not allow certain limitations such as limitations on how long an implied warranty lasts, so the above limitations may not apply to you. The terms of this Limited Warranty will apply to the extent permitted by applicable law. For a full description of your legal rights you should refer to the laws applicable in your jurisdiction and you may wish to seek advice from a consumer advisor.