The Patatas

A POTATO PRODUCTIONS COMPANY

Warranty Information

Product Name: Patatas CyberDeck

Supplier: The Patatas

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1. Warranty Coverage

This product is warranted against defects in materials and workmanship under normal use and service conditions for a period of:

Warranty Period: 12 months from the original date of receipt.

During the warranty period, the Supplier will, at its sole discretion:

- Repair the defective product; or
- Replace the defective product with an equivalent product; or
- Replace defective components with new or refurbished components.

All repairs and replacements performed under this warranty shall be provided at no charge for parts and labour unless otherwise stated.

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2. What Is Covered

This warranty covers:

- Manufacturing defects
- Faulty components
- Hardware failures under normal operating conditions
- Internal electronic components supplied with the product

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3. What Is Not Covered

This warranty does not cover:

- Physical damage resulting from misuse, abuse, negligence, or accidents
- Damage caused by unauthorized modifications or repairs
- Water, liquid, fire, or environmental damage unless specifically stated as covered
- Cosmetic damage that does not affect functionality
- Damage resulting from improper transportation or storage
- Normal wear and tear
- Damage caused by use of non-compatible chargers or battery banks (USB Type-C™ PD Version 2.0 with 9V/2A, 12V/2A, 15V/2A and 20V/2A)
- Consumable items including batteries, cables, or accessories unless defective upon delivery
- Software issues resulting from user modifications or third-party software installations

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4. Warranty Claim Procedure

To make a warranty claim, the customer must:

1. Contact the Supplier within the warranty period.
2. Provide proof of purchase.
3. Describe the issue and any troubleshooting already performed.
4. Return the product if requested for inspection.

The Supplier reserves the right to inspect the product before approving any warranty claim.

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5. Shipping and Transportation

The customer is responsible for safely packaging the product for shipment.

Unless otherwise agreed:

- The customer is responsible for shipping costs.

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6. Limitation of Liability

The Supplier's liability under this warranty is limited solely to the repair or replacement of the product.

The Supplier shall not be liable for:

- Loss of data
- Loss of profits
- Business interruption
- Indirect, incidental, or consequential damages arising from the use of the product

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7. Contact Information

For warranty support, please contact:

Company: The Patatas

Address: 284 River Valley Rd, Singapore 238325

Email: info@thepatatas.com

Phone: +65 80337450

Website: The Patatas