

# MICRODIA® Comprehensive Limited Warranty Statement

This Comprehensive Limited Warranty Statement (the "Warranty") is issued by MICRODIA Limited ("MICRODIA") to the original end-user purchaser ("Purchaser") of the Wall Charger product ("Product") as defined herein. This Warranty outlines the terms and conditions under which MICRODIA will provide warranty coverage for defects in materials and workmanship, as well as the returns and refunds policy. This Warranty is applicable internationally, subject to local laws and regulations.

## Warranty Coverage and Duration

MICRODIA warrants that the Wall Charger Products shall be free from defects in materials and workmanship for the following periods from the date of purchase (the "Initial Warranty Period"):

- SMARTCube GaN Pro: thirty-six (36) months from the date of purchase.
- SMARTCube GaN: twenty-four (24) months from the date of purchase.

Additionally, if the Purchaser registers the Product at <https://microdia.com/pages/product-registration> within fourteen (14) days of the purchase date, MICRODIA will provide an additional twenty-four (24) months of warranty coverage for both models, resulting in the following total warranty coverage:

- SMARTCube GaN Pro: total of sixty (60) months.
- SMARTCube GaN: total of forty-eight (48) months.

This Warranty extends solely to the original end-user purchaser of the Product and is contingent upon the Purchaser completing the online registration as specified.

## What's Covered

This Warranty covers manufacturing defects, material defects, and functionality issues arising from normal use of the Product. Specifically, it includes coverage for hardware components and provides access to free technical support as detailed in Section 7.

## Exclusions

**This Warranty does not cover damage resulting from any of the following circumstances:**

- Damage from misuse of products, including but not limited to falls, exposure to extreme temperatures, water damage, or improper operation of devices.
- Products returned without sufficient proof of purchase.
- Items that have exceeded their warranty period.
- Repairs conducted by third parties.
- Damage caused by external sources.
- Purchases made from unauthorized resellers.

**Additionally, shipping costs must be covered by the Purchaser in the following situations:**

- Returning products for any reason other than a proven defect.
- Warranty claims on items taken outside the original country of purchase.
- Returning items claimed to have defects but found by MICRODIA quality control to be in working condition.
- Returning defective items via international shipping.
- Costs associated with unauthorized returns (any returns made outside of the approved warranty process).

## Regional Coverage & Delivery Options

This Warranty is applicable worldwide, including but not limited to the Hong Kong and Macau regions. For delivery of products under warranty, all shipping costs will be borne by the Purchaser via local courier. The estimated delivery timeframe is between two (2) to seven (7) working days. Express delivery options are available upon request. Additionally, Purchasers may opt for office pickup, which can be arranged within two (2) to thirty (30) days following purchase during business hours, specifically Monday through Friday from 09:00 to 18:00, excluding weekends and public holidays.

## Warranty Claim Procedure

**To initiate a warranty claim, the Purchaser must provide the following required documentation:**

- Proof of purchase demonstrating the date and place of purchase.
- The original packaging of the Product.
- Relevant product details including name, type, and serial number.

The claim process requires the Purchaser to contact MICRODIA at [cs@microdia.com](mailto:cs@microdia.com) to obtain a Return Material Authorization (RMA) number prior to returning the Product. The Product must be shipped to:

**MICRODIA 1708, Metro Centre 1, 32 Lam Hing Street, Kowloon Bay, Kowloon, Hong Kong**

All shipments of the defective product must be made freight-prepaid via FedEx or other express courier with adequate insurance coverage. The Purchaser shall be responsible for all shipping costs, customs fees, and proper packaging to prevent damage in transit associated with returning the Product to MICRODIA. MICRODIA will not be responsible for any expenses incurred for the freight or customs clearance.

## Repair and Replacement Terms

At its discretion, MICRODIA will either repair or replace any defective part of the Product covered under this Warranty. Replacement products may be new or refurbished and will be functionally equivalent. The warranty coverage for any repaired or replaced product shall continue for the remainder of the original Warranty Period. All returned products shall become the property of MICRODIA upon return.

## Technical Support

Purchasers are entitled to free technical support via email at [cs@microdia.com](mailto:cs@microdia.com) or through online resources available at <https://microdia.com/pages/faq-trouble-shooting>. Technical support includes assistance with installation and troubleshooting during business hours, specifically Monday through Friday from 09:00 to 18:00 (GMT+8), excluding weekends and public holidays.

## Liability Limitations

MICRODIA's maximum liability under this Warranty shall be limited to the purchase price paid by the Purchaser for the Product plus any reasonable costs associated with making a claim under this Warranty. MICRODIA shall not be liable for any loss of data, system problems, installation costs, consequential damages, or lost revenues arising from the use or inability to use the Product.

MICRODIA DISCLAIMS ALL EXPRESS AND IMPLIED WARRANTIES TO THE MAXIMUM EXTENT ALLOWED BY LAW WHERE IMPLIED WARRANTIES CANNOT BE DISCLAIMED UNDER APPLICABLE LAW. SUCH WARRANTIES SHALL BE LIMITED, TO THE FULLEST EXTENT POSSIBLE, TO THE DURATION OF THE EXPRESS WARRANTY. FOR ANY REPLACED PRODUCT, THE WARRANTY PERIOD WILL BE EQUAL TO THE REMAINING DURATION OF THE WARRANTY ON THE ORIGINAL PRODUCT.

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## International Considerations

Consumers residing in countries that are members of the European Union retain statutory rights that may not be affected by this Warranty. Variations in consumer protection laws may apply based on regional jurisdiction. Additionally, international shipping is subject to customs regulations, which may affect warranty validity in certain jurisdictions.

## Product Discontinuation

Products that have been discontinued are not covered under this Warranty. MICRODIA reserves the right to refuse repair or replacement services for such products but may offer alternative solutions at its discretion.

## Additional Terms

This Warranty is non-transferable and valid only for the original purchaser of the Product. It is not authorized for use in critical applications where failure could result in injury or loss of life.

Disclaimers: THE FOREGOING IS THE COMPLETE WARRANTY FOR MICRODIA PRODUCTS AND SUPERSEDES ALL OTHER WARRANTIES AND REPRESENTATIONS, WHETHER ORAL OR WRITTEN EXCEPT AS EXPRESSLY SET FORTH ABOVE. NO OTHER WARRANTIES ARE MADE CONCERNING MICRODIA PRODUCTS. MICRODIA EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN, INCLUDING, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ANY WARRANTY THAT MAY EXIST UNDER NATIONAL, STATE, PROVINCIAL, OR LOCAL LAW, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, MERCHANTABILITY, OR FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, ARE LIMITED TO THE PERIODS SET FORTH ABOVE. SOME STATES OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF IMPLIED WARRANTIES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS; THEREFORE THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. MICRODIA PRODUCTS ARE NOT AUTHORIZED FOR USE AS CRITICAL COMPONENTS IN LIFE SUPPORT EQUIPMENT OR FOR APPLICATIONS IN WHICH THE FAILURE OR MALFUNCTION OF THE PRODUCTS WOULD CREATE A SITUATION IN WHICH PERSONAL INJURY OR DEATH IS LIKELY TO OCCUR. MICRODIA SHALL NOT BE LIABLE FOR THE DEATH OF ANY PERSON OR ANY LOSS, INJURY, OR DAMAGE TO PERSONS OR PROPERTY BY USE OF PRODUCTS USED IN APPLICATIONS INCLUDING BUT NOT LIMITED TO MILITARY OR MILITARY-RELATED EQUIPMENT, TRAFFIC CONTROL EQUIPMENT, DISASTER PREVENTION SYSTEMS AND MEDICAL OR MEDICAL-RELATED EQUIPMENT. IF SUCH USE IS INTENDED, CONTACT MICRODIA FOR COMPONENTS SUITABLE FOR SUCH APPLICATIONS. MICRODIA'S TOTAL LIABILITY UNDER THIS OR ANY OTHER WARRANTY—EXPRESS OR IMPLIED—is LIMITED TO REPAIR, REPLACEMENT OR REFUND. REPAIR, REPLACEMENT OR REFUND ARE THE SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF WARRANTY OR ANY OTHER LEGAL THEORY. TO THE FULLEST EXTENT PERMITTED BY APPLICABLE LAW, MICRODIA SHALL NOT BE LIABLE TO THE PURCHASER OR END USER CUSTOMER OF A MICRODIA PRODUCT FOR ANY DAMAGES—EXPENSES—LOST DATA—LOST REVENUES—LOST SAVINGS—LOST PROFITS—OR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE PURCHASE—USE—OR INABILITY TO USE THE MICRODIA PRODUCT—~~even~~ IF MICRODIA HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME STATES—COUNTRIES—OR OTHER JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES; THEREFORE THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE—COUNTRY TO COUNTRY—OR JURISDICTION TO JURISDICTION. WITH REGARDS TO CITIZENS OF COUNTRIES THAT ARE MEMBERS OF THE EUROPEAN UNION—IF THIS PRODUCT IS PURCHASED BY A CONSUMER AND NOT IN THE COURSE OF A BUSINESS—THIS WARRANTY SHALL NOT AFFECT YOUR STATUTORY RIGHTS AS A CONSUMER. THIS DISCLAIMER DOES NOT PURPORT TO LIMIT OR EXCLUDE MICRODIA'S LIABILITY FOR DEATH OR INJURY CAUSED BY ITS NEGLIGENCE OR FOR FRAUDULENT MISREPRESENTATION.

## Contact Information

**For inquiries related to this Warranty or any other customer service matters, please contact:**

- Email: [cs@microdia.com](mailto:cs@microdia.com)
- Website: <https://microdia.com/pages/warranty-coverage-by-products>
- Support Hours: Monday-Friday, 09:00-18:00 (Closed on weekends and public holidays)

This Warranty supersedes all previous versions and represents the complete warranty for MICRODIA products. MICRODIA reserves the right to make final decisions on all warranty claims. Terms and conditions may vary by region and are subject to change without notice. For full terms and conditions regarding delivery arrangements and refund policies, please visit <https://microdia.com/pages/returns-refunds>. In the event of any warranty disputes, the English version will take precedence.

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