

I'm Here! Limited Warranty & Return Policy

This Limited Warranty offered by I'm Here! covers defects in material or workmanship in new I'm Here! products. This warranty extends to the original purchaser only and is non-transferable. Only consumers purchasing I'm Here! products from authorized I'm Here! retailers or resellers (including the I'm Here! website) may obtain coverage under our limited warranties.

What is covered?

I'm Here! warrants this product against defects in material or workmanship as follows: I'm Here! will replace at no charge for parts only or, at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. If I'm Here! is unable to provide a replacement and repair is not practical or cannot be made in a timely fashion, I'm Here! may elect to refund the purchase price in exchange for the return of the product.

How Long Does The Coverage Last?

Our warranty period is 1 (one) year from the documented date of purchase.

What is not covered?

Installation or re-installation costs are not covered. Additionally, our warranties do not cover any problem that is caused by:

- A. Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- B. Conditions, malfunctions or damage resulting from normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration.
- C. Accessories, connected materials and products, or related products not manufactured by I'm Here!.

Our limited warranties are void if a product is returned with removed, damaged or tampered parts or any alterations (including removal of any component or external cover). Our products do not contain any user-serviceable parts.

How to File a Claim?

I'm Here! will not provide any warranty coverage unless claims are made in compliance with all terms of the controlling warranty statement included with your product and you follow proper return procedure.

To request warranty service, you will need to provide:

1. The sales receipt or other evidence of the date and place of purchase.
2. A description of the problem.
3. Delivery of the product or the defective part, postage prepaid and carefully packed and insured, to: I'm Here! 530 Los Angeles Ave. #115-229, Moorpark, CA 93021 for return inquiries please call 805-299-0468.

When warranty service is completed, any repaired or replacement product or part will be returned to you postage prepaid.

Repair or replacement (or, in limited circumstances, refund of the purchase price) as provided under this warranty is the exclusive remedy of the purchaser. I'm Here! neither assumes nor authorizes any person to create for it any obligation or liability in connection with this product.

I'm Here! shall not be liable to purchaser or any other person for any incidental, special or consequential damages, arising out of breach of this warranty or any implied warranty (including but not limited to any implied warranty of merchantability).

How Does State Law Apply?

The laws of the State of California, USA, govern our warranties. It gives you specific legal rights, and you may also have other rights that vary from state to state. Our warranties do not affect any additional rights consumers have under laws in their jurisdictions governing the sale of consumer goods. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in our warranty statements may not apply. You may be required by law to give us a reasonable opportunity to correct or cure any failure to comply before you can bring any action in court against us under the Magnuson-Moss Warranty Act.

Return Policy

Introduction

We understand that from time to time you may wish to return a product. We have created this policy to enable you to return products to us in appropriate circumstances. This policy applies to all of our customers, irrespective of their geographical location. This policy applies to all orders submitted through our website and over the telephone. This document does not affect any statutory rights you may have as a consumer.

Returns

If you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us and receive a refund in accordance with this policy if:

1. We receive the returned product within [7] days following the date of dispatch of the product to you;
2. The returned product is unused, in its original packaging and otherwise in a condition enabling us to sell the product as new;
3. You comply with the procedure set out in this policy in relation to the return of the product.

Returns procedure

In order to take advantage of your rights under this policy, you must contact us to obtain a return authorization number, and then send the product to us with a covering note quoting that number.

Products returned under this policy must be sent to 530 Los Angeles Ave. #115-229, Moorpark, CA, 93021. We recommend that you insure and track the package.

You will be responsible for paying postage costs associated with returns under this policy. We will pay the costs associated with the return of products in accordance with the terms of this policy.

Refunds

We will give you a refund for the price you paid to us in respect of any product properly returned by you in accordance with this policy. We will not refund to you the original delivery charges relating to the returned product. We will not refund to you any costs you incur in returning the product to us.

We will refund any money received from you using the same method originally used by you to pay for your purchase whenever possible. We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we receive your returned product.

Improper returns

If you return a product in contradiction of this policy, and you do not have any other legal right to a refund or exchange in respect of that product:

1. We will not refund the purchase price or exchange the product;
2. We may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
3. If we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

Contacting Us

You can contact us by writing to the business address given above, by using our website contact form, by email to info@im-here.biz or by telephone at 805-299-0468.