



R7

## Limited Warranty

### Definitions:

1. Product:  
The *falcon*™ keyboard
2. Box:  
The box used for shipping the *falcon*™ keyboard
3. Warranty:  
A representation, especially in writing, made by a seller or company to a purchaser of a product or service that a refund, or replacement will be made if the product or service proves defective within a given time period.
4. Warranty Period:  
The time provided by the seller for allowing the buyer to receive a full refund, or a replacement keyboard.
5. Defects:  
A defective product is one that does not function correctly because of manufacturer errors or defects. Defects do not include user error, user abuse or damage, customer dissatisfaction, or minor cosmetic flaws that do not affect product functions or performance.
6. Damaged Product:  
A damaged product is one showing evidence of accident, misuse, abuse, product modification or neglect, or damage from failure to follow instructions contained in the Operation Manual. Includes performance of repairs by someone not authorized, or any claims based on misrepresentations by the buyer. External causes such as collision with an object, fire, flooding, windstorm, lightning, earthquake, exposure to adverse weather conditions, theft, excessive electrical power fluctuation or improper use of any electrical source. Product purchased from an unauthorized party or dealer may also result in a damaged products. The battery is not covered if it has been charged by a battery charger not specified or approved by supplier for charging the battery, if any of the seals on the battery are broken or show evidence of tampering, or if the battery has been used in equipment other than the *falcon*™ keyboard.
7. Ordinary wear and tear:  
Normal use.
8. Shipping damage:  
Any damage of a keyboard due to shipping, either to or from the buyer.

Falcon Enterprises  
17150 Via Del Campo, Ste 206  
San Diego, CA 92127  
866-450-8932 (tel) • 858-408-4571 (fax) • [falcon@falconkeyboard.com](mailto:falcon@falconkeyboard.com) • <http://falconkeyboard.com>

### What is covered and for how long?

1. All *falcon*™ keyboards are tested/examined before the products leave the factory.
2. The factory warrants the *falcon*™ blue tooth keyboard to be free of defects in material and workmanship under normal use and service for a one year period commencing upon the date of receipt by you.
3. If you are not satisfied for any reason, the *falcon*™ keyboard, in its original box, can be returned for a full refund to you if it is received at our shipping point within 30 days of your original receipt.
4. Return shipping by you is free if you contact the Falcon Enterprises customer service and obtain a RMA number and shipping authorization.
5. The *falcon*™ keyboard will be replaced if found to be defective in material, workmanship, and operation, during the 1-year warranty period.
6. This warranty protects you, as the original owner, providing that the product has been purchased from an authorized *falcon*™ dealer/seller. For warranty service outside the United States, see below.
8. The *falcon*™ keyboard will be replaced if the battery fails to recharge during the warranty period.

### What is not covered?

1. Damaged keyboard.
2. Unauthorized repairs.

### Please make note of the following information and retain for your record.

|                         |             |                      |
|-------------------------|-------------|----------------------|
| Product Name _____      | Model _____ | Serial Number _____  |
| Supplier Location _____ |             | Purchase Price _____ |
|                         |             | Purchase Date _____  |
|                         |             | Received Date _____  |

### How to obtain service:

1. To return a *falcon*™ keyboard, you must have proof of purchase with billing and shipping information that matches our records (sales receipt, invoice, packing slip, etc.)
2. To request a Return Merchandise Authorization Number (RMA#), call 866-450-8932, email [falcon@falconkeyboard.com](mailto:falcon@falconkeyboard.com), or write to: Falcon Enterprises (Attention: Customer Service Department), 17150 Via Del Campo #206, San Diego, Ca 92127. If the return meets the criteria stated above, we will promptly advise you of what action to take to complete a Return Merchandise Authorization form, issue an authorized RMA number and issue return shipping documents.
3. PLEASE DO NOT SHIP YOUR *falcon*™ PRODUCT WITHOUT PRIOR AUTHORIZATION. You are responsible for obtaining an RMA number and shipping authorization label as described above.
4. Return the *falcon*™ keyboard in the original packaging to the address shown on the Shipping Authorization form.

Falcon Enterprises  
17150 Via Del Campo, Ste 206  
San Diego, CA 92127  
866-450-8932 (tel) • 858-408-4571 (fax) • [falcon@falconkeyboard.com](mailto:falcon@falconkeyboard.com) • <http://falconkeyboard.com>

**What are Falcon Enterprise's obligations?**

1. During the limited 30 day warranty period, provided the product is returned as specified, the keyboard will be inspected upon receipt at the shipping facility. If determined to be undamaged, a full refund will be sent to you or a replacement shipped to you per your request.
2. During the limited 1 year warranty period, and the product will be inspected once it arrives at the shipping facility. If the keyboard is determined to be defective, the buyer will receive a replacement keyboard without additional cost.

**What are the limits on Falcon Enterprise's liability?**

In no event shall Falcon Enterprises be liable for damages in excess of the purchase price of the product or for, without limitation, commercial loss of any sort; loss of use, time, data, reputation, opportunity, goodwill, profits or savings, inconvenience, incidental, special, consequential or punitive damages, or damages arising from the use or inability to use the product. Some states and jurisdictions do not allow limitations on how long an implied warranty lasts, or the disclaimer or limitation of incidental or consequential damages, so the above limitations and disclaimers may not apply to you.

**International Policy.**

1. All *falcon*™ keyboards are tested/examined before they leave the factory.
2. All sales are final. No returns, refunds or exchanges, no exceptions.
3. You are responsible for all customs, duty charges, and fees, in addition to shipping.
4. We are not responsible after the item leaves the warehouse.
5. PayPal is the only accepted method of payment.
6. Please verify that the *falcon*™ keyboard will work in your country prior to purchase.
7. Please verify that your "Ship to Address" is correct on both PayPal and the product order form before placing your order.
8. All packages are shipped within 1 business day (M-F) from payment date, unless otherwise stated.
9. You should use the online shipping calculator to calculate shipping or contact Falcon Enterprises at [falcon@falconkeyboard.com](mailto:falcon@falconkeyboard.com) with questions.
10. International Shipping disclaimer: If an order is placed and the item is not accepted, denied, canceled or the shipping company/customs/postal system returns the parcel under any condition to us, you will be charged any fees or shipping costs associated with the initial order (from us to you) and the return of the item to the supplier, and will be deducted from the total refund.
11. In transit disclaimer: If an order is canceled by you and the item is in transit, you will be assessed a fee and it will be deducted from the total refund. In addition, the shipping cost will not be refunded to you.

NOTE: We reserve the right to change our return policy at any time without notice.