

MojiLife AirMoji™ DEVICE WARRANTY

MojiLife warrants to the original purchaser that the product(s) purchased will be free from defects in workmanship and materials, for ONE YEAR from the date of purchase. This Limited Manufacturer's Warranty covers any defects in workmanship or materials under normal use during the warranty period. All returns must include a RETURN MERCHANDISE AUTHORIZATION form that must be included with any device return. This form can be obtained from the MojiLife Corporate Office by submitting an email to returns@mojiproducts.com.

Exclusions: The warranty does not apply in the event of misuse or abuse of product(s) or as a result of unauthorized alterations or repairs. The warranty is void if the product(s) is disassembled or altered in any way, or used in a manner contrary to instructions as outlined in the user manual. Product should be kept away from water.

PRODUCT REFUND AND EXCHANGE POLICY

For exchanges or refunds outside of warranty issues, please contact a MojiLife Distributor Services Representative at 1.844.446.6654 (1.844.4GO.MOJI) to notify them of the discrepancy within five (5) business days of receipt of the order. MojiLife must approve the return prior to receipt. Once approved, a RETURN MERCHANDISE AUTHORIZATION form will be provided. This form must be included with the return shipment. All approved products must be returned within seven (7) business days after receiving the return authorization approval. Failure to notify MojiLife of any discrepancy within five (5) business days will forfeit your right to request a refund, exchange or replacement. When a refund or an exchange is not feasible, for whatever reason,

MojiLife reserves the right to issue a credit, by way of MojiCash for the amount of the exchanged products.

Any return credit authorization is subject to receipt and inspection of all returned items. Damaged or non-re-saleable items will be deducted at retail value from the return credit.

Restocking Fee: In instances where new, unused product(s) are authorized for return, MojiLife reserves the right to charge a 10% restocking fee. This fee is based on the subtotal of the original sale. Shipping costs for any authorized return is non-refundable.

LOST OR STOLEN PACKAGES

MojiLife is not responsible for lost or stolen packages. Once the package leaves our facility it is a "buyer prepare" situation. Safeguard deliveries by a) ensuring someone will be home when a package is delivered, b) using a secure address (like a FedEx store/Mailboxes etc.). Once the package leaves the MojiLife warehouse, its safe delivery is the responsibility of the shipping carrier and recipient. Recipient, distributor or customer, is responsible to provide a safe and secure place for delivery as to avoid theft from a delivery box or delivery door area. Claims for lost or stolen packages must be filed directly with the shipping carrier.