

## **WARRANTY COVERAGE**

### **Our Money-Back Return Program**

We want you to be fully satisfied with every item you purchase from Innovator Brands Inc. If you are not satisfied with your purchase, you may return the product within 15 days from date of purchase for a full refund of the purchase price.

The item must be returned to Innovator Brands Inc. in good condition, in original boxes, and with all paperwork, parts and accessories to ensure full credit. Please see our Return Rules and Restrictions and Return Exceptions before returning your item.

No return will be accepted without a valid "Return Authorization Number".

### **Warranty Coverage after 15 Days.**

Innovator Brands Inc's warranty obligations are limited to the terms set forth below: Innovator Brands Inc warrants this hardware product against defects in materials and workmanship for a period of ONE (1) YEAR from the date of original retail purchase. If a defect exists, at its option Innovator Brands Inc will (1) repair the product at no charge, using new or refurbished replacement parts, (2) exchange the product with a product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original product, or (3) refund the purchase price of the product. A replacement product/part assumes the remaining warranty of the original product or ninety (90) days from the date of replacement or repair, whichever provides longer coverage for you. When a product or part is exchanged, any replacement item becomes your property and the replaced item becomes Innovator Brands Inc's property. When a refund is given, your product becomes Innovator Brands Inc. property.

## **OBTAINING WARRANTY SERVICE: RETURN RULES AND RESTRICTIONS**

Innovator Brands Inc products are very reliable, however, if your Innovator Brands Inc product or component ceases to work, or is inoperable, contact Innovator Brands Inc , via email ,at the following email address [innovatorbrands@gmail.com](mailto:innovatorbrands@gmail.com). An Innovator Brands representative will respond within 24 hours. When you contact Innovator Brands Inc , provide your name, address, telephone number, and proof of the original purchase (receipt) containing a description of the product(s), purchase date. Innovator Brands Inc. technical support will either respond via email or by telephone whichever, Innovator Brands Inc technical support determines to be appropriate. If it is determined that an email or telephone solution is in order, the purchaser will be required to work with the Innovator Brands Inc representative over the phone or by email. If the problem cannot be fixed via email or over the phone the Innovator Brands Inc technical support representative will ask that the inoperable component(s) be returned for replacement or repair. The Innovator Brands Inc representative will email the purchaser a "RETURN AUTHORIZATION" number. If you purchased the product in the U.S. or Canada, Latin America, Mexico or the Caribbean send the product, at your expense, to:

**Innovator Brands Inc**  
**1333 College Parkway #185**  
**Gulf Breeze, Florida 32563.**

A valid copy of the Return Authorization Number must accompany all returned products.

Note: Before you send your product for warranty service it is your responsibility to keep a separate backup copy of the system software, application software and data, and disable any security passwords. You will be responsible for reinstalling all such software, data and passwords. Data recovery is not included in the warranty service and EZFREETV is not responsible for data or any hardware that may be lost or damaged during transit or a repair.

## **EXCLUSIONS, RETURN EXCEPTIONS AND LIMITATIONS**

This Limited Warranty applies only to hardware products manufactured by Innovator Brands Inc. The Limited Warranty does not apply to any non- Innovator Brands Inc. hardware products or any software, Apps or add-ons if packaged sold with Innovator Brands Inc. hardware. Non- Innovator Brands Inc. manufacturers, suppliers, or publishers may provide their own warranties. Software, apps or add-ons distributed by Innovator Brands Inc under the Innovator Brands Inc brand name (including, but not limited to system software) is not covered under this Limited Warranty. Innovator Brands Inc. and its Authorized Service Providers are not liable for any damage to or loss of any programs, data, or other information stored on any media, or any non- Innovator Brands Inc. product or part not covered by this warranty. Recovery and reinstallation of system and application software and user data are not covered under this Limited Warranty. This warranty does not apply: (a) to damage caused by accident, abuse, misuse, misapplication, or non-Innovator Brands Inc products; (b) to damage caused by service (including upgrades and expansions) performed by anyone who is not an Innovator Brands Inc Authorized Service Provider; (c) to a product or a part that has been modified without the written permission of Innovator Brands Inc ; or (d) if any Innovator Brands Inc serial number has been removed or defaced.

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