

WARRANTY SERVICE

V1.3, Revised 20.07.2021

BLACK NOVA LIMITED WARRANTY

Standard limited warranty

Black Nova Italia s.r.l. will, at its option, repair or replace any Product that is defective in materials or manufacture within two years after purchase.

Exceptions and restrictions

This warranty is provided only to the Customer that purchased the Product and shall not extend to subsequent owners. This Warranty does not cover, and Black Nova Italia s.r.l. and its suppliers are not responsible for: Damage, malfunction or inoperability caused by normal wear and tear, abuse, misuse, incorrect installation, neglect, accident, interference or environmental factors, such as use of incorrect voltages, inverted polarity, incorrect or faulty fuses or circuit breakers; failure to assemble, engrave, install, maintain and operate the Product pursuant to the operating instructions provided by Black Nova Italia s.r.l. and the applicable provisions of the local National Safety Standards and common installation good practice; use of incompatible devices or accessories; improper or insufficient ventilation or incorrect working or storage temperatures; unauthorized repairs or adjustments; vandalism; virus or hacker act; or failure to maintain equipment under specified condition or an act of God, such as fire, lightning, flooding, tornado, earthquake, hurricane or other problems beyond Black Nova Italia s.r.l.'s control. Any component, device fixture and equipment external to the Product including any non-Black Nova Product.

Any labor costs to diagnose, remove, repair, replace, reinstall and/or program any Product.

Power supplies, moving mechanical parts including buttons, keys, motors and other moving or rotating parts are covered for a period of 365 days (1 year).

Screens, LCD, TFT, LED, OLED and touch screen displays are covered for a period of 90 days (3 months).

Batteries, power supplies and lamps are not covered under this or any other warranty.

Improper or faulty engraving, assembly, programming, configuration of a product or its components carried out by any 3rd party company different from Black Nova Italia s.r.l.

Black Nova Italia s.r.l. does not warrant that the system will operate without interruption or be error free. No Black Nova Italia s.r.l. distributor, agent, employee or representative has any authority to bind Black Nova Italia s.r.l. to any affirmation, representation or warranty concerning the Product and will not in any way be enforceable by Customer.

In no event will Black Nova Italia s.r.l. or any other party be liable for exemplary, consequential, incidental or special damages (including, but not limited to, damages for loss of profits, confidential or other information, or privacy; business interruption; personal injury; failure to meet any duty, including of good faith or of reasonable care; negligence, or any other pecuniary or other loss whatsoever), nor for any repair work undertaken without Black Nova Italia s.r.l. written consent arising out of or in any way related to the installation, deinstallation, use of or inability to use the Product or otherwise under or in connection with any provision of this warranty, or any agreement incorporating this warranty, even in the event of the fault, tort (including negligence), strict liability, breach of contract or breach of warranty of Black Nova Italia s.r.l. or any supplier, and even if Black Nova Italia s.r.l. or any other party was advised of the possibility of such damages. Notwithstanding any damages that Customer might incur for any reason whatsoever (including, without limitation, all direct damages and all damages listed above), the entire liability of Black Nova Italia s.r.l. and of all other parties under this warranty on any claim for damages arising out of or in connection with the manufacture, sale, installation, delivery, use, repair, or replacement of the system, or any agreement incorporating this warranty, and Customer's sole remedy for the foregoing, will be limited to the amount paid to Black Nova Italia s.r.l. by Customer for the Product. The foregoing limitations, exclusions and disclaimers will apply to the maximum extent allowed by applicable law, even if any remedy fails its essential purpose.

Warranty claim

To make a warranty claim, notify Black Nova Italia s.r.l. within the warranty periods by sending an email to the Black Nova Technical Support Center at support@blacknova.co or open a Help Deck Ticket,

Black Nova Italia s.r.l., in its sole discretion, will determine what action, if any, is required under this warranty. No Products may be returned for credit, exchange, or service without prior authorization from Black Nova Technical Service and without a valid RMA authorization code.

To better enable Black Nova Italia s.r.l. to address a warranty claim, please have the Product's serial and model numbers as well as its current firmware version, when applicable. Black Nova Italia s.r.l., in its sole discretion might coordinate a warranty service call between Customer and a Black Nova Italia s.r.l representative.

General provisions

This warranty supersedes any and all previous warranties. Black Nova Italia s.r.l.'s obligations under any implied warranties shall be limited to the terms of this express warranty.

This warranty shall be governed by, and construed in accordance with, the laws of the State of Italy without regard to conflict of laws principles. In the event of any dispute arising between the parties in connection with or relating to this warranty, the parties agree that such dispute shall be resolved informally, if possible, and failing an informal resolution, then through final and legally binding arbitration to be conducted in Italy, with each party to bear its own costs. If for any reason a claim proceeds in court rather than in arbitration, Customer consents to the exclusive general jurisdiction of the state court of Italy and waives any objection to such venue.

Contact information and service

Website: blacknova.co

E-mail: support@blacknova.co

T: Europe Hotline (10:00 – 16:00 UTC+1) +39 02 30579069 – Option 2

T: Asia Hotline (10:00 – 16:00 UTC+8) +852 58030270 – Option 2