**Terms & Conditions**

**Limited Warranty: Vyvo Products**

Vyvo warrants that your Vyvo Products are free from defects in materials or workmanship for a period of 1 (one) year from the date of receipt of the Vyvo Products, or for any longer period as required by applicable law, including 2 (two) years from the date of receipt of the Vyvo Products for residents of the European Economic Area (such period, the “Warranty Period” and such warranty, the“Limited Warranty”). If your Vyvo Products are defective during the Warranty Period, Vyvo will repair or replace your Vyvo Products, subject to the conditions below, at no additional charge. Vyvo is not responsible for repairing or replacing your Vyvo Products if you violate this Limited Warranty. This Limited Warranty is non-transferable. Any Vyvo Products replaced by the Limited Warranty shall be warranted under the original Warranty Period for the remainder of the Warranty Period, for 30 days after you receive your replacement Vyvo Products, or for any period as required by applicable law, whichever is longer.

To be eligible for the Limited Warranty, you must:

1. Maintain an active account with no outstanding balance or unpaid fees;
2. Be the original purchaser of the Vyvo Product, meaning you personally bought the Vyvo Product being repaired or replaced through your account; and
3. Return the Vyvo Product within the applicable warranty period, in accordance with the procedures set forth below.

This Limited Warranty does not cover:

1. Non-Vyvo products or counterfeit products;
2. Lost or stolen Vyvo Products;
3. Damage or failure due to misuse, normal wear and tear, improper or negligent use, improper or abnormal use, or any use contrary to the instructions provided by Vyvo;
4. Damage or failure due to accidents, acts of God, unauthorized commercial use, abuse, neglect, theft, or unusual atmospheric conditions;
5. Cosmetic damage;
6. Any unauthorized modification to the product;
7. Attempted repair by unauthorized persons or with parts not originally intended for or compatible with Vyvo Products; or
8. Any alteration of the factory model name and/or serial number.

This Limited Warranty provides the purchaser with specific legal rights, which are in addition to (and not in place of) any statutory rights you may have under applicable consumer rights law in your country of residence.

**Product Warranty**

During the Warranty period, the user is entitled to request assistance and receive a replacement of the product if technical support does not resolve the issue. The warranty period commences from the date the product is received by the user. After this period, the user may contact our Customer Care for assistance, but will no longer be entitled to a free replacement.

For issues related to the operation of the Biosense Ring device (e.g., charging, data reading, software, etc.), the user must contact our Customer Care, which will provide technical support. The user must provide the order number, the device identification with its MAC address and/or Serial number (as indicated on the box), proof of the device's malfunction, and proof of ownership of the device (e.g., a screenshot or video of the app showing the connected device and its MAC address linked to the user's identity).

Our operators are authorized to request all necessary information related to the case (e.g., photographs, videos, order details, etc.). If, following technical assistance, the problem persists, the operator will guide the user through the procedure for returning the non-functioning product and will grant authorization for the return. The product may only be shipped back after receiving authorization from one of our operators. If approved, the user will receive an RMA Number valid for 30 days along with instructions for returning the product to us. Products returned to the Company without a valid and authorized RMA Number or with an expired RMA Number (more than 30 days from issuance) will not qualify for a refund, and the product will be returned to the user at their expense.

Unauthorized returns do not entitle the user to a replacement and do not obligate the Company to fulfill any obligations to the user. The Company also bears no responsibility for the fate of products returned without authorization.

Once the Biosense Ring, for which the return has been authorized, is received in the reference warehouse and the relevant fault checks are completed, the user will receive a replacement product at no additional cost, and the return shipping costs of the defective product will be reimbursed.

If the reported fault is not substantiated, the user will be contacted by Customer Care, and it will be the user’s responsibility to provide explanations and cover any costs associated with the return shipping of the product.

**30-Day Return Policy**

If you are dissatisfied with the Biosense Ring, you may request to return the product, at your own cost, within 30 days of our shipment of the product to you. For an eligible return, you will be refunded the purchase price, excluding shipping costs incurred, less a 10% restocking fee. For orders canceled prior to shipping, you will be refunded the purchase price, including shipping costs.

To be eligible for a refund under this 30-Day Return Policy, you must:

1. Maintain an active account with no outstanding balance or unpaid fees;
2. Be the original purchaser of the product, meaning you personally bought the product being returned through your account; and
3. Return the product within the specified time, in accordance with the procedures, in resalable condition in its original undamaged packaging with all components and accessories included and unused.

This 30-Day Return Policy does not cover:

1. Products that are damaged;
2. Products purchased by third parties;
3. Lost or stolen products; or
4. Defective products that may be replaced under our warranty.

You may return eligible individual products purchased as part of a kit, bundle, or package for a partial refund. Partial refund amounts will be calculated as the total purchase price, less the full undiscounted price of the items not returned.

Refunds are typically processed within 60 days following our receipt of validly returned products. Unless otherwise approved, any refund will be issued via the original payment method.

**Replacement for the Biosense Ring if Wrong Size Purchased**

In the case of purchasing the wrong size of the Biosense Ring, the user is entitled to request a replacement of the device from the Company. In such instances, the user will be responsible for all costs associated with shipping the device to our warehouse and for the shipment of the replacement product from the Company to the user.

To request such a replacement, the user must contact Customer Care, which will authorize the replacement and provide the amount of shipping costs to be incurred. The shipment of the replacement device will occur only after the payment of these costs has been received.

The product must be returned in accordance with the procedures, in resalable condition in its original undamaged packaging, with all components and accessories included and unused.

This procedure does not cover:

1. Products that have been damaged;
2. Products purchased by third parties;
3. Lost or stolen products.

Unauthorized returns will not be considered by the Company and will not obligate the Company to effectuate the replacement.

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**條款與細則**

**有限保固：Vyvo 產品**

Vyvo 保證您的 Vyvo 產品在收到 Vyvo 產品之日起一年內，或適用法律要求的任何更長期限內，包括歐洲經濟區 (European Economic Area) 居民自收到 Vyvo 產品之日起二年內 (此期間稱為「保固期」，此保固稱為「有限保固」)，具良好和適銷品質，如果您的 Vyvo 產品在保固期內存在瑕疵，Vyvo 將在以下條件下免費維修或更換您的 Vyvo 產品，若您違反此有限保固，Vyvo 將不負責維修或更換您的 Vyvo 產品，此有限保固不得轉讓，任何由有限保固更換的 Vyvo 產品，將根據原始保固期在保固期餘下的時間內，在您收到更換 Vyvo 產品後的三十天內或任何適用法律要求的期限內 (以較長者為準) 受到保固。

 您必須符合以下有限保固的條件：

1. 保持帳號有效性，且無未清的餘額或未支付的費用
2. 您必須是 Vyvo 產品的原購買者，代表此 Vyvo 產品是透過您的帳號親自購買
3. 在適用的保固期內，按照所述程序退還 Vyvo 產品

 以下情況不在此有限保固範圍內：

1. 非 Vyvo 產品或仿冒產品
2. 遺失或被盜的 Vyvo 產品
3. 因誤用、正常磨損、不當或疏忽使用、異常使用，或任何違反 Vyvo 提供指示的使用而導致的損壞或故障
4. 因事故、天災、未經授權的商業用途、濫用、疏忽、盜竊或異常的氣候條件而導致的損壞或故障
5. 外觀損壞
6. 對產品進行的任何未經授權的修改
7. 未經授權的人員嘗試維修或使用非原廠設計，或與 Vyvo 產品不相容的零件進行維修
8. 任何對型號名稱 (和 / 或) 序號的更改

 此有限保固賦予購買者特定的法律權利，這些權利是附加 (並非取代) 您所居住國家適用的消費者權益法下，可能擁有的任何法定權利。

**產品保固**

在保固期內，如果客服技術支援無法解決問題，用戶有權要求協助並更換產品，保固期自用戶收到產品之日開始計算。在此期間結束後，用戶仍可聯繫我們的客戶服務以尋求協助，但將不再有權免費更換產品。

針對與 Biosense Ring 裝置操作相關的問題 (如充電、數據讀取、軟體等)，用戶必須聯繫我們的客服中心，我們將提供技術支援，用戶必須提供訂單號碼、裝置資訊及其 MAC (和/或) 序號 (如包裝盒上所示)、裝置故障的證明以及裝置所有權的證明 (例如顯示已連接裝置，及 MAC 與用戶身份連接的應用程式截圖或影片)。

我們的客服團隊有權要求與該裝置相關的所有必要資訊 (如照片、影片、訂單詳情等)，如果在技術支援後問題仍然存在，客服人員將指導用戶進行退還故障產品的程序，並授權退貨，產品只能在獲得我們授權後才能寄回，如果獲得批准，用戶將收到一個有效期為三十天的 RMA 號碼，以及退回產品的說明，未經授權的有效 RMA 號碼，或超過有效期 (發出後超過三十天) 的 RMA 號碼所退回的產品，將不符合退款條件，產品將以用戶承擔費用的方式退還。

未經授權的退回的產品不會使用戶有資格獲得更換，且公司不需對用戶履行任何義務，公司也不對未經授權退回的產品負責。

當我們收到經授權退回的 Biosense Ring 戒指，並完成相關故障檢查後，用戶將獲得免費更換產品，且故障產品的退貨運費將予以補償。

如果回報的故障無法證實，客服團隊將聯繫用戶，用戶須提供解釋並承擔與產品退回所需運費之相關任何費用。

**三十天退貨政策**

如果您對 Biosense Ring 戒指不滿意，可以在我們發貨後三十天內要求退貨，退貨費用由您自行承擔。符合退貨條件的情況下，我們將退還購買價格，但不包括已產生的運費，並扣除 10% 的退貨的手續費，對於在發貨前取消的訂單，我們將退還購買價格，包括運費。

 您必須符合以下三十天退貨政策的退款條件：

1. 保持帳號有效性，且無未清的餘額或未支付的費用
2. 您必須是該產品的原購買者，這意味著您是透過您的帳號親自購買了要退還的產品
3. 在指定時間內，按照程序退還產品，且產品必須保持可再銷售的狀態，包裝完好無損，包含所有零件和配件皆未使用。

 三十天退貨政策不適用於以下情況：

1. 損壞的產品
2. 由第三方購買的產品
3. 遺失或被盜的產品
4. 根據我們的保固可以更換的故障產品

您可以退還作為套組或包裝的一部分購買的單項產品，符合退貨退款條件，以獲得部分退款，部分退款金額將根據總購買價格減去未退還項目的全額之未折扣價格計算。

退款通常在我們收到有效退貨的產品後的六十天內處理，除非另行批准，所有退款將透過原付款方式退回。

**更換購買錯誤尺寸的 Biosense Ring 戒指**

如果購買了錯誤尺寸的 Biosense Ring 戒指，用戶得要求公司更換該裝置，在此情況下，用戶需承擔將裝置寄給我們技術支援，及從公司寄送替換產品給用戶的所有費用。

如欲申請替換，用戶必須聯繫客服團隊，經授權後提供所需支付的運費金額，客服團隊將會在收到費用後進行替換裝置的寄送。

產品必須按照程序退還，保持可再銷售的狀態，包裝完好無損，包含所有零件和配件皆未使用。

此程序不適用於：

1. 已損壞的產品
2. 由第三方購買的產品
3. 遺失或被盜的產品

未經授權的退回的產品將不會被公司受理，公司亦不負責進行替換。