

**Segway Robotics, Inc.**  
**Loomo Limited Warranty**

BY USING YOUR LOOMO PRODUCT, YOU AGREE TO BE BOUND BY THE TERMS OF THE LOOMO LIMITED WARRANTY (“WARRANTY”) AS SET OUT BELOW.

ALL PRODUCT(S) MUST BE RETURNED IN THEIR ORIGINAL PACKAGING, TOGETHER WITH PROOF OF PURCHASE, TO THE ADDRESS SPECIFIED BY SEGWAY ROBOTICS. IT IS RECOMMENDED THAT YOU KEEP THE ORIGINAL PACKAGING FOR AT LEAST ONE (1) YEAR FROM THE DATE OF DELIVERY.

PLEASE NOTE THAT THIS WARRANTY CONTAINS A MANDATORY ARBITRATION OF DISPUTES PROVISION THAT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES IN CERTAIN CIRCUMSTANCES, RATHER THAN JURY TRIALS OR CLASS ACTION LAWSUITS.

**I. Warranty Coverage and Period of Coverage**

The Loomo Limited Warranty (“Warranty”) provided by Segway Robotics, Inc., (“Segway Robotics”) is applicable to your Loomo device, including any Loomo or Segway Robotics branded accessories provided to you with such device (collectively the “Product”). The Warranty is effective upon Segway Robotics’s receipt of your payment in full for such Products. We make no warranties, whether statutory, express or implied, regarding the Product except those expressly stated in this Warranty.

Segway Robotics warrants the Product contained in the original packaging against defects in materials and workmanship when used normally in accordance with Segway Robotics's published guidelines for a period of up to ONE (1) YEAR ("Warranty Period") from the delivery date of the end-user’s pre-order purchase depending on the parts as specified in “Appendix I: Warranty Coverage Details”. Segway Robotics’s published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications. If a defect arises during the Warranty Period, Segway Robotics, at its option will (1) repair the Product at no charge or (2) replace the Product with the same model.

Any Product that has either been repaired or replaced under this Warranty will be covered by the terms of this Warranty for the remaining time left in the original Warranty Period. When a Product or part is replaced, any replacement item becomes your property and the replaced or refunded item becomes Segway Robotics’ property.

This Warranty extends to original purchasers only.

**II. What This Warranty Does Not Cover**

1. Damage caused by modifications, alterations, tampering, disassembly, or improper maintenance or repairs;

2. Damage due to use, handling, storage, installation, or testing not in accordance with the Segway Robotics's published guidelines including but not limited to information contained in technical specifications, user manuals and service communications;
3. Acts of God, including but not limited to lightning, flood, tornado, earthquake, or hurricane;
4. Damage caused by not using the included Loomo battery and/or charger;
5. Normal wear and tear, including cosmetic damage such as scratches, dents or chips;
6. Damages or defects to Products purchased through channels not officially authorized by Segway Robotics;
7. Damages or defects to Products for which the valid warranty period has expired;
8. Malfunction or damage caused by abusing, misusing, or forcibly using the product beyond the normal use conditions;
9. Damages due to dismantling or repairs performed by third parties not authorized by Segway Robotics;
10. Damages caused by adding or replacing existing parts with components or accessories not authorized or sold by Segway Robotics;
11. Damages occurred during the shipping process due to non-compliance with the packaging and shipping requirements specified by Segway Robotics when returning the Product for service under this Warranty;
12. Damages caused by human errors (including but not limited to letting liquid into the vehicle, tire puncture, collision, marks and damage to outer parts caused by normal use, etc.)

### **III. Your Responsibilities**

Since your Product is capable of storing software programs, data and other information, you should make periodic backup copies of the information contained in the storage media to protect the content and as a precaution against possible operational failures.

Before providing warranty service, Segway Robotics may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Segway Robotics's procedures for obtaining warranty service. Before submitting your Product for warranty service, you should maintain a separate backup copy of the contents of its storage media, remove all personal information that you want to protect and disable all security passwords.

During warranty service it is possible that the contents of the product's storage media will be lost, replaced or reformatted. In such an event Segway Robotics and its agents are not responsible for any loss of software programs, data or other information contained in the storage media or any other part of the product serviced.

Following warranty service your Product or a replacement device will be returned to you as your Product was configured when originally purchased, subject to applicable

updates. Segway Robotics may install system software updates as part of warranty service that will prevent the Product from reverting to an earlier version of the system software. You will be responsible for reinstalling all other software programs, data and information. Recovery and reinstallation of other software programs, data and information are not covered under this Warranty.

#### IV. How to Obtain Warranty Service

Please access and review the online help resources at [support.loomo.com](http://support.loomo.com) before seeking warranty service. If the Product is still not functioning properly after making use of these resources, please contact us at [support@loomo.com](mailto:support@loomo.com). Segway Robotics customer service representatives will help determine whether your Product requires service and, if it does, will inform you how Segway Robotics will provide it.

All Product(s) must be returned in their original packaging, together with proof of purchase, to the address specified by Segway Robotics. Original packaging is required to ensure the protection of the Product during the transportation process and to complete returns processing, so it is recommended that you **keep the original packaging for at least ONE (1) YEAR from the date of delivery**. It is your responsibility to retain a copy of the shipping label with the applicable tracking number signed by an agent of the carrier, as proof that the possession of the returned product shipment was transferred to the carrier.

If your claim is determined by Segway Robotics to be covered by this Warranty, Segway Robotics shall bear the shipping costs associated with return of the original Product and shipment of the replacement or repaired Product to you. Any Product that is returned to Segway Robotics without a valid warranty claim through [support@loomo.com](mailto:support@loomo.com) may be rejected, returned to you at your cost or kept for 30 days for your pick-up and then disposed of in Segway Robotics' sole discretion.

#### Appendix I. Warranty Coverage Details

Type	Warranty Coverage	Warranty Period
Main Parts	Display screen assembly, chassis assembly, body assembly, controller assembly, wheel hub motor, steering mechanism, main battery assembly, buzzer assembly, left head board assembly, pitch head board assembly, top head board assembly, YAW body board assembly, power board assembly, brushless motor, speaker assembly, cables	One (1) YEAR
Charger	Charger	Six (6) MONTHS