WARRANTY STATEMENT

This Warranty is provided by XD Connects B.V. (“XD Connects”) to the End User of the Product under the terms and conditions set out below.

The Product is provided free of charge as a promotional item. This Warranty is a voluntary manufacturer’s warranty and does not create or imply the existence of a sales contract between XD Connects and the End User.

This Warranty does not affect any mandatory rights the End User may have under applicable law.

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1. Warranty Coverage

This Warranty is granted exclusively to the End User of the Product.

It does not apply to the Customer (the party that purchased the Product from XD Connects) or to any business-to-business (B2B) relationship.

Upon valid registration, XD Connects grants the End User an exclusive five (5)year commercial warranty.

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2. Warranty Period

The Warranty Period commences on the date the Product is registered by the End User via XD Connects’ designated product registration website: https://urban-vitamin.com/warranty/

Registration must take place within twelve (12) months after the End User has received the Product.

Registration after this period does not entitle the End User to the extended warranty.

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3. Scope of Warranty

XD Connects warrants that the Product will be free from defects in materials and workmanship under normal use during the Warranty Period.

If a defect occurs within the Warranty Period, XD Connects will, at its discretion:

- repair the Product; or
- replace the Product with an equivalent product of comparable type, value and functionality.

Replacement products may differ in appearance, design or features, provided overall functionality remains equivalent.

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4. Exclusions

This Warranty does not cover:

- Damage resulting from improper use, misuse, neglect or incorrect storage;
- Damage caused by external factors, accidents, extreme conditions or unauthorised modifications;
- Normal wear and tear or cosmetic deterioration;
- Any customisation, logo application, printing, engraving or personalisation carried out at the request of the Customer.

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5. Claims Procedure

Claims under this Warranty should be submitted via the designated complaint form https://urban-vitamin.com/warranty/

The End User must provide reasonably requested information necessary to assess the claim, including a description of the defect and proof of registration.

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6. Limitation of Liability

XD Connects' obligations under this Warranty are strictly limited to repair or replacement as described above.

XD Connects shall not be liable for any indirect, incidental or consequential damages arising from use of the Product.

Nothing in this Warranty excludes or limits liability where such limitation is not permitted under applicable law, including mandatory product liability laws.

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7. Warranty Territory

Warranty claims can only be submitted and processed for Products located within the European Union, Switzerland, Norway or the United Kingdom.

Warranty Provider

XD Connects B.V.
Lange Kleiweg 6-28
2288 GK Rijswijk
The Netherlands

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