

Xpedent UK Ltd — Manufacturer's Limited 3-Year Warranty

Plain-English summary: This warranty covers manufacturing defects for three (3) years from the original purchase date. If something goes wrong due to a defect, we'll assess it quickly and repair or replace the product. It does not affect your statutory consumer rights.

1) Coverage

- **Loupes** (optical telescopes, carrier lenses, frames, hinges, collimation, telescope bonding): 36 months.
- **Lighting products** (wired headlights, controllers, cordless headlights, batteries, lighted instruments): as per original section 3 but capped at 36 months maximum.
- Includes normal wear, shipping, and accidental damage only for the first **two (2) years**. Year 3 excludes wear/accidental damage.

2) Exclusions

- Same exclusions as Lifetime Warranty: misuse, neglect, unauthorised repairs, chemicals/heat/solvent damage, user measurement errors, cosmetic scratches, consumables (pads, straps, elastics), battery capacity fade beyond 12 months.

3) Remedies

- Xpedent will repair with new/refurbished parts or replace with equivalent new/refurbished product.
- Warranty period does not reset; repaired/replaced items are covered for the remainder of the original 3-year term or 90 days, whichever is longer.

Limited 5-Year Warranty Plan

Plain-English summary: This warranty plan extends coverage for up to five (5) years from the original purchase date. It provides stronger protection than the 3-year warranty and bridges to our Lifetime terms.

1) Coverage

- **Loupes:** 60 months against defects in materials, design, and construction.
 - **First 3 years:** full coverage including normal wear, shipping, and accidental damage (cosmetic excluded).
 - **Years 4–5:** coverage limited to manufacturing defects (same as Lifetime Warranty).
- **Lighting products:**
 - Wired headlights, controllers, cordless headlights: 36 months.
 - Batteries and lighted instruments: 24 months.

2) Exclusions

- Same exclusions as above: misuse, neglect, improper cleaning, liquid ingress, unauthorised repairs, prescription changes not by Xpedent/partners, cosmetic wear, consumables, batteries beyond stated period.
- Accidental or wear-and-tear damage after Year 3 excluded.

3) Remedies

- Same repair/replace process as Lifetime Warranty.
- Replacement or repair does not extend total 5-year period.

Limited Warranties

Plain-English summary: These warranties cover manufacturing defects. They do not affect your statutory consumer rights. If something goes wrong, we'll assess it quickly and either repair or replace it. Details below form the full legal terms.

1) Definitions

- **Company / we / us:** Xpedent UK Ltd (registered in England & Wales).
Registered office: [INSERT ADDRESS].
Service email: info@xpedent.com. Phone: +44 7342 627178.
- **Product:** Xpedent-branded loupes, frames, optical telescopes, carrier lenses, and lighting products (headlights, controllers, batteries, and lighted instruments).
- **Original Purchaser:** The first end-user who bought the Product from Xpedent or an authorised distributor, as shown on our records.
- **Lifetime (for loupes):** The period we continue to manufacture or support the Product model and keep spare parts, **and in any case not less than seven (7) years** from the original purchase date.

Nothing in these warranties limits or excludes rights that consumers have under mandatory laws in the country of purchase (e.g., the UK Consumer Rights Act 2015 or EU consumer law). Where these laws give you additional rights, those apply.

2) Manufacturer's Limited Lifetime Warranty — Loupes

Coverage. We warrant that loupes will be free from defects in materials, construction, and design for the **Lifetime** of the Product. This includes, without limitation:

- Optical seals
- Hinge integrity
- **Bond of telescopes to carrier lenses**

- Collimation
- Frames and temples

Enhanced coverage for wear/accident/shipping (first 4 years). For the **first four (4) years** from the original purchase date, we also cover **normal wear and tear** and **accidental or shipping damage** that affects operation (purely cosmetic damage is excluded). After year 4, these are excluded.

Exclusions. This warranty does not cover:

- Damage arising from misuse, neglect, tampering, improper storage, or failure to follow user/maintenance instructions
- Damage from unauthorised modifications or repairs
- Heat/solvent/chemical exposure, sterilisation outside stated limits, or abrasive cleaning
- Prescription changes or user measurement errors not made by Xpedent or our authorised partner
- Cosmetic scratches, nicks, and coating wear that **do not** affect operation
- Normal wear and accidental/shipping damage **after** year 4
- Replaceable maintenance parts (e.g., nose pads, saddles, elastics, sport straps)

Remedies. If a covered defect is confirmed, Xpedent will, at its option:

- (i) repair the Product (or part) using new or refurbished parts; or
- (ii) replace the Product (or part) with a new or refurbished equivalent.

Repaired/replaced items are covered for the remainder of the original warranty period or ninety (90) days, whichever is longer.

3) Manufacturer's Limited Warranty — Lights

Coverage periods (from original purchase date):

- **Wired headlights and controller/battery pack:** 24 months

- **Lighted instruments** (e.g., illuminated mirrors/probes): 12 months
- **Batteries:** manufacturing defects only for 12 months. **Diminished capacity** over time is normal and not a defect unless capacity falls below our published spec within the 12-month period.

Exclusions. This warranty does not cover:

- Damage from misuse, neglect, tampering, drops/impacts, ingress of liquids, or failure to follow instructions
- Damage in shipping where packaging was inadequate or where no damage report was made with the carrier within required timeframes
- Unauthorised modifications/repairs or use with non-approved chargers/cables
- Normal wear (e.g., cables, nose pads, straps) and consumables
- Batteries with normal capacity fade beyond 12 months

Remedies. Same as Section 2 (repair or replacement at our option). Warranty periods are not extended by repair/replacement beyond what the law requires.

4) How to Obtain Warranty Service

1. **Contact us or your distributor** to obtain a Return Material Authorisation (RMA). Provide: model, serial number, proof of purchase, fault description, and photographs if possible.
 - UK & International (where no local distributor): **Xpedent UK Ltd, [INSERT SERVICE ADDRESS]**
Email: **[INSERT SERVICE EMAIL]** | Phone: **[INSERT PHONE]**
2. **Clean and safely pack** the Product (per IFU). Include the RMA form in the box.
3. **Shipping costs.** If the issue is confirmed as a manufacturing defect within the applicable period, we will reimburse **reasonable** inbound shipping costs or provide a prepaid label where available. If the issue is not covered, we'll quote repair options and return shipping.

5) Transferability

- **Custom-made loupes** (prescription/PD/working distance): warranty applies to the **Original Purchaser** only and is **not transferable**, due to custom fit and safety considerations.
 - **Non-custom items** (e.g., standard lights): transferable for the **remaining** warranty period if accompanied by the original proof of purchase.
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6) Limitations of Liability & Statutory Rights

- To the maximum extent permitted by law, Xpedent's liability for any Product shall not exceed the **price paid** for that Product.
 - We do not exclude or limit liability for **death or personal injury** caused by our negligence, for **fraud**, or for any matter that cannot be excluded under applicable law.
 - For consumers, nothing in this warranty limits your statutory rights (e.g., rights to a refund, repair or replacement where goods are faulty or not as described under applicable consumer law).
 - We are not responsible for **consequential or indirect losses** where such exclusion is permitted by law.
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7) General

- **No informal changes.** No employee or agent may vary these terms.
 - **Governing law.** If purchased in the UK, these terms are governed by the laws of England & Wales and the courts of England & Wales shall have jurisdiction, **without prejudice to mandatory consumer protections** in your country of purchase.
 - **Documentation.** Keep your receipt/invoice and record your Product serial number(s).
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Loupes: Lifetime against manufacturing defects (optics, frame/hinges, collimation, telescope bond, carrier lens manufacturing defects). Plus 4-year operational coverage for normal wear/accident/shipping (cosmetic excluded).

Lights: Headlights/Controllers 24 months; Batteries 12 months; Lighted instruments 12 months.

Exclusions: Misuse, unauthorised repairs/mods, improper cleaning/chemicals, liquid ingress, post-4-year accidental damage, consumables.

Claims: RMA required. We reimburse reasonable inbound shipping for confirmed defects.

| Coverage | Standard Warranty (3 Years) | Extended Plan (5 Years) | Lifetime Warranty (Loupes Only) |
|--|--------------------------------|--------------------------------|---------------------------------|
| Loupes – Manufacturing Defects | ✓ 3 Years | ✓ 5 Years | ✓ Lifetime |
| Normal Wear & Tear | ✓ Years 2 | ✓ Years 3 | ✓ Years 4 |
| Accidental / Shipping Damage | ✓ Years 2 | ✓ Years 3 | ✓ Years 4 |
| Lighting – Wired & Cordless Headlights | ✓ 12 Months | ✓ 18 Months | ✓ 24 Months |
| Lighting – Batteries | ✓ 6 Months | ✓ 6 Months | ✓ 12 Months |
| Lighted Instruments | ✓ 6 Months | ✓ 12 Months | ✓ 18 Months |
| Custom Loupes Transferable? | ✗ No | ✗ No | ✗ No |
| Standard Lights Transferable? | ✓ Yes (with proof of purchase) | ✓ Yes (with proof of purchase) | ✓ Yes (with proof of purchase) |