

# LIMITED MANUFACTURER'S WARRANTY – TWO (2) YEARS

## AND SERVICE INFORMATION

### FOR KURIO PRODUCTS

In the unlikely event that you encounter a problem with your Kurio device, please visit [www.kurioworld.com](http://www.kurioworld.com) to contact Kurio customer service and submit a support request. If the customer service representative cannot resolve the issue, they will provide you with the necessary instructions to have your Kurio device repaired if it is covered by the warranty.

**JUMBO GROUP**, a Dutch company based in the Netherlands, is the manufacturer of Kurio products sold by its subsidiaries or through independent distributors worldwide. This **MANUFACTURER'S WARRANTY** constitutes the commercial warranty offered by the manufacturer for Kurio products and is subject to the conditions and limitations described below.

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## TERMS, CONDITIONS AND EXCLUSIONS OF THE LIMITED MANUFACTURER'S WARRANTY

### Manufacturer's Warranty

JUMBO GROUP warrants to the original end purchaser that Kurio products, when used and stored under normal conditions, will be free from defects in materials and workmanship for a period of **two (2) years from the date of original purchase**.

To be eligible, any warranty claim must be made within the two-year warranty period and must include:

- a copy of the proof of purchase (invoice or receipt),
- identification of the person submitting the request,
- the name and address of the point of sale where the product was purchased.

JUMBO GROUP's obligation under this warranty is limited, at its sole discretion, to:

- **repairing the product**, or
- **replacing the product with a new or equivalent refurbished product**.

Replacement parts or devices may be new or refurbished.

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## General Warranty Exclusions

This warranty does not apply if the product:

- a) has been modified, altered, or repaired without authorization;
- b) has been damaged as a result of negligence, accident, misuse, abuse, dropping, collision with an object, fire, flooding, lightning, natural disaster, or any other external cause;
- c) has been repaired or serviced by a person or service center not authorized by JUMBO GROUP;
- d) has a serial number or identification that has been altered, removed, or rendered illegible;
- e) has suffered damage resulting from exposure to liquids, humidity, sand, or dust;
- f) has scratches, dents, or cosmetic damage not related to a manufacturing defect;
- g) has damage resulting from excessive pressure or the use of metallic objects on the touchscreen;
- h) is subject to normal wear and tear;
- i) has been used with accessories, products, or equipment not supplied or approved by the manufacturer;
- j) has been subjected to improper installation, testing, maintenance, or use;
- k) has been affected by viruses, malware, or external software problems;
- l) relates to a third-party product or software supplied with the tablet but not manufactured by JUMBO GROUP;
- m) has been modified to alter its functionality without written authorization from the manufacturer.

No distributor, reseller, agent, or employee is authorized to modify this warranty.

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## Protective Case (Drop-Safe Bumper)

The Kurio protective case, also known as the “**Drop-Safe Bumper**”, is designed to improve the product’s resistance to shocks and drops.

However, it does not guarantee the absence of damage. Like any electronic device, the Kurio tablet remains fragile and may be damaged in the event of a fall or significant impact. Proper use and supervision of children are recommended.

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## Parental Controls

Parental control features are provided to help parents manage children’s use of the tablet.

However, JUMBO GROUP does not guarantee complete protection against access to certain content. Parents or guardians should always supervise children's use of the device.

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## Use with Other Devices or Services

JUMBO GROUP disclaims any responsibility for effects or damage resulting from the use of Kurio products with:

- computers,
  - peripherals,
  - networks or Internet services,
  - or any other third-party software or hardware.
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## Battery Warranty

The warranty covers the battery only if:

- its capacity falls below **60% of the nominal capacity**, or
- the battery **leaks**.

The warranty does not apply if:

- the battery has been charged with a non-approved charger;
  - the battery shows signs of tampering, damage, or misuse;
  - the battery has been used in a device other than the one for which it was designed.
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## Repaired or Replaced Products

A product repaired or replaced under warranty will remain covered for:

- the **remaining duration of the original warranty**, or
- **90 days**, whichever period is longer.

Replaced parts become the property of **JUMBO GROUP**.

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## LEGAL RIGHTS OF CONSUMERS

This commercial warranty is **in addition to consumers' statutory rights**.

In accordance with applicable European and national legislation, consumers may also benefit from:

- the **legal guarantee of conformity**, and
- the **guarantee against hidden defects**.

These statutory rights are neither limited nor affected by this commercial warranty.

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## SERVICE DURING THE WARRANTY PERIOD

Before sending your product for repair, please visit [www.kurioworld.com](http://www.kurioworld.com) to:

- consult the **Frequently Asked Questions (FAQ)**,
- obtain **technical support**,
- receive **repair instructions**.

If the problem cannot be resolved, Kurio customer service will tell you how to send your device for repair.

You must:

- submit your request during the warranty period,
- provide proof of purchase,
- obtain a **Return Merchandise Authorization (RMA) number**.

Do **not** send any product without an RMA number.

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## Shipping the Product

The product must be shipped:

- **with prepaid shipping costs**,
- in its **original packaging or equivalent packaging**,
- with the **proof of purchase** indicating the purchase date and the seller.

The **RMA number must be clearly indicated on the package**.

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## Data Backup

Before shipping the device, please **back up all data**.

During repair, the device may be **reset and reformatted**, which may result in data loss. **JUMBO GROUP is not responsible for data loss.**

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## **Important**

Do **not open the product**. Opening the hardware may cause damage not covered by the warranty.

Repairs must be performed **only by the manufacturer or an authorized service center**.

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## **SERVICE AFTER WARRANTY EXPIRATION**

If your product is no longer covered by the warranty, please contact Kurio customer service via [www.kurioworld.com](http://www.kurioworld.com) to obtain information regarding:

- **problem diagnosis,**
- **repair options,**
- **applicable service fees.**

The product must be shipped **with prepaid and insured shipping costs**.