



DTEN ACTION CARD

Limited Warranty & 30-Day Returns

1. One-Year Limited Warranty

DTEN, Inc. ("DTEN") warrants that your DTEN Action Card will be free from defects in materials and workmanship under normal use for one (1) year from the date the card was first delivered to its original buyer. If that date can't be confirmed, the warranty period starts on the original purchase date shown on a receipt or invoice. If the card changes owners, the remaining warranty period goes with it; a gift or resale doesn't restart it. This warranty applies to cards bought in the United States, and warranty service is provided in the United States.

What is covered

- Manufacturing defects in the card and the USB-C cable supplied with it
- Failure to power on, charge, record or pair that is not caused by damage or misuse

What is not covered

- Accidental damage, drops, or exposure to extreme conditions
- Liquid damage (see "About water resistance" below)
- Normal wear, cosmetic marks, or battery capacity decreasing with normal use
- Damage caused by misuse, modification, opening the card, or repair by anyone other than DTEN
- Loss or theft
- Cards whose serial number has been removed or altered
- Loss of recordings or other data stored on the card, and data recovery

About water resistance

The DTEN Action Card has a sealed, splash-resistant design. It is not designed for submersion. Splash resistance is not permanent and may decrease with normal wear. Do not charge the card while it is wet. Liquid damage is not covered under this warranty.

What DTEN will do

If your card has a covered defect, DTEN will repair it or replace it with a new or refurbished card that is equivalent in performance and reliability, at DTEN's option, at no charge and within a reasonable time. If neither repair nor replacement is reasonably available, DTEN will refund the purchase price. A repaired or replacement card is covered for the rest of the original warranty period or 90 days, whichever is longer. DTEN covers shipping both ways for a covered warranty claim. If only the supplied USB-C cable is defective, DTEN will replace the cable; contact DTEN Support first, and don't send the card unless asked.

If your card is out of warranty or the problem is not covered, contact DTEN Support for a quote for a paid repair or replacement. For repairs and replacements, DTEN accepts a card only after approving a warranty claim or after you accept a quote, and only when it is sent with DTEN's instructions. Cards sent for service any other way will not be accepted. Returns under Section 2 follow their own instructions.

If DTEN finds after receiving the card that the problem is not covered by this warranty (for example, liquid damage or damage caused by opening the card), DTEN will contact you before doing any work. You can accept a quote for a paid repair or replacement, or have the card shipped back to you at your cost.

How to make a claim

- Contact DTEN Support by submitting a ticket at help.dten.com within the warranty period.
- Provide your order number or other proof of purchase (such as a receipt or invoice), the card's serial number (shown in the DTEN Action app under Settings › your Action Card), a description of the problem, and photos or a short video if the issue is visible.
- DTEN Support will first check, based on the information you provide, whether the problem is covered. If it is and the card needs to come back, DTEN will send you instructions and a prepaid shipping label. Do not ship the card back before you receive them.
- Before you send the card, transfer any recordings you want to keep to the DTEN Action app, then remove the card from your account in the app (Settings › your Action Card › Remove Device). If a fault or an account problem prevents this, tell DTEN Support before you ship; it doesn't affect your claim. DTEN erases the data on cards it services and never passes a card to another customer before its data has been erased. DTEN is not responsible for recordings or other data left on the card.

Software and services

The DTEN Action app and DTEN Pro are services, not part of the hardware warranty. They are governed by the Terms of Use at actioncard.dten.com/legal/terms-of-use. Your included months of DTEN Pro are tied to the card; a replacement card under warranty keeps the original Pro period. If you return the card for a refund, the included Pro period ends. Returning the card does not cancel a DTEN Pro subscription you bought separately. A DTEN Pro subscription bought in the app is billed by Apple or Google, and refunds for it follow that store's rules.

2. 30-Day Returns

- To return your Action Card for a full refund, contact DTEN Support within 30 days of the delivery date shown by the carrier.
- The card must be in like-new condition with all its accessories. Normal unboxing, pairing and light use are fine.
- If the card is returned damaged or with accessories missing, DTEN will deduct a restocking fee based on the damage or missing items, up to 30% of the purchase price, from your refund.
- DTEN Support will send you return instructions. You pay the cost of shipping the card back. Refunds go back to your original payment method after the card is received and inspected.
- Before you return the card, transfer any recordings you want to keep and remove the card from your account in the app. DTEN erases the data on returned cards and never passes a card to another customer before its data has been erased.
- If the card arrived damaged, is defective, or is not what you ordered, DTEN covers return shipping and no restocking fee applies. Tell us within 30 days of delivery to use this return policy; after that, defects are handled under the warranty.
- Orders cancelled before shipping are refunded in full, with no return needed.
- If you bought your card from a retailer other than DTEN, returns are handled under that retailer's return policy. This warranty still applies.

3. Your Rights

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. This warranty is in addition to, and does not limit, any rights you have under applicable consumer protection laws.

Questions?

Contact DTEN Support by submitting a ticket at help.dten.com with your order number or proof of purchase and the card's serial number.

This warranty is provided by DTEN, Inc., 2099 Gateway Pl, Suite 400, San Jose, CA 95110, United States.

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