

# Tile Warranty & Refund Policy

## Tile Hardware, Labels, Attachments & Accessories Limited Warranty

*Available in the United States, Canada, Australia, New Zealand, the United Kingdom, Norway, Iceland, Switzerland, and the European Union.*

Tile warrants that your Tile hardware product (the “Device”), your Tile Lost and Found Labels (“Labels”), and any attachments or accessories to your Device sold on Tile.com (“Attachments”) will be free from defects in materials and workmanship for a period of:

- in the U.S., CA, AU and NZ, one (1) year; and
- in the U.K., E.U., Norway, Iceland, and Switzerland two (2) years;

with respect to Devices and thirty (30) days with respect to Labels or Attachments, from the date of delivery to the original retail purchaser ("the “**Warranty Period**”). If a defect in the Device, Labels, or Attachments arises within the applicable Warranty Period, Tile will, at its sole option and subject to applicable laws: (i) repair or replace it with a new or refurbished product or component; or (ii) refund the original purchase price upon return of the defective Device, Label or Attachment.

This Warranty does not apply to the following:

- Devices, Labels, or Attachments you purchase from unauthorized resellers;
- where the instructions for use and activation of the Device or Labels are not complied with;
- where the Device is used with a jailbroken or rooted mobile device; or
- where the Device, Label, or Attachment is damaged as a result of abuse, accident, unauthorized modification or other causes beyond our reasonable control.

This warranty is in addition to any rights you may have under applicable law including the Australian Consumer Law (ACL). If you believe you are entitled to a remedy under the ACL or other local law, please contact support at [www.support.thetileapp.com](http://www.support.thetileapp.com). Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE DEVICES, LABELS, AND ACCESSORIES ARE LIMITED TO THE DURATION OF THE APPLICABLE EXPRESS WARRANTY. ALL OTHER EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS

AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF NON-INFRINGEMENT, ARE DISCLAIMED.

THE APP AND THE PRODUCTS ARE DESIGNED SOLELY AS AN ADDITIONAL TOOL TO HELP YOU LOCATE YOUR PERSONAL ITEMS (SUCH AS KEYS, WALLET, CAR, LAPTOP AND BACKPACKS). WE DISCLAIM ANY LIABILITY RESULTING FROM ANY USE OF THE APP AND OR THE SERVICES FOR ANY PURPOSE OTHER THAN THEIR INTENDED DESIGN. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary by jurisdiction.

**Claims process:** To obtain remedies under this Warranty, Tile must receive your claim before the end of the applicable Warranty Period. Where required by Tile, you must provide a proof of purchase to Tile and obtain a Return Material Authorization ("RMA") from Tile and return the defective Device, Label, or Attachment to the address specified by Tile in connection with the RMA. Consumer shall bear the cost of shipping the Device to Tile. By sending the Device, Label, or Attachment, you agree to transfer ownership to Tile. Tile may not return the original Device, Label or Attachment to you. Tile warrants that any repaired or replaced Device, Label, or Attachment is covered for the remainder of the applicable Warranty Period. If the claim is justified based on this Warranty, Tile shall bear the cost of shipping the repaired or replacement Device, Label, or Attachment to you. Any product returned to Tile without a valid warranty claim or without an RMA may be rejected, returned at sender's cost (subject to prepayment) or disposed of in Tile's sole discretion.

All returns must be pre-authorized. To obtain a Return Merchandise Authorization ("RMA") number from Tile, please follow the instructions outlined in our support article entitled "[Tile Warranty & Replacements \(RMA\)](#)".

Irish WEEE Registration number 2175WB.

## **Tile Refund Policy**

*Available in the United Kingdom, Norway, Iceland, Switzerland, and the European Union.*

We have worked very hard to create a product you will love and we believe you will love your Tile product. However, we realize the Product you receive from Tile may not be exactly what you expected. Should this rare occurrence take place, you will have a "cooling off" right of cancellation. This allows the original retail purchaser of the Product to return all Tiles purchased in the original transaction, in their original condition, with the original receipt and packaging, within 30 days of the date of delivery to the original retail purchaser and Tile will exchange it or provide a full refund of the original purchase price. Please note that this policy applies only to Products you

purchase directly from Tile. This is in addition to your legal rights and your rights under the Tile 2 year hardware Warranty for E.U. & U.K. referred to above.

\*Final Sale items are not eligible for returns or refunds as defined in the Terms and Conditions of the applicable sale. If you have any questions about this Warranty and Refund Policy, please contact us via our [Help Center](#) or by writing to:

Tile, Inc.

Attn: Customer Support

1900 Norfolk St, Suite 310,

San Mateo, CA 94407, USA

If you are a Tile Premium or Premium Protect subscriber, you may be eligible for our [Worry-Free Warranty](#) for Devices.