

[Free Replacement Policy]

1. If the hardware of this product breaks down during the warranty period under normal use in accordance with the instructions in the Instruction Manual and on the warning labels on the product, we will collect it free of charge in accordance with this manual and replace it.

- Failures not caused by the hardware of this product (e.g. Problems caused by software installed by the customer, or malfunctions due to virus infection in the connected devices) are outside the scope of this manual.

2. Even during the warranty period, the replacement would be charged in the following cases:

(a) If the proof of purchase (such as the purchase receipt, a copy of the email, or payment details) is not provided

(b) In the case of failure or damage caused by improper use, improper repair or modification, or any other violation of the prohibitions set forth in the Instruction Manual or similar documents.

(c) If the product is dropped, or in the case of failure or damage caused by use under conditions that exceed the waterproof performance described in the Instruction Manual, or due to water entering a non-waterproof charging base.

(d) In the case of failure or damage caused by external factors such as fire, pollution, abnormal voltage, use of a power source (voltage, frequency) outside the rated range, earthquakes, lightning strikes, gusts of wind, floods, salt damage, gas damage (such as sulfur gas), and other natural disasters.

(e) When replacement is required due to natural wear, abrasion, deterioration, etc. of parts with a limited lifespan or consumables (limited to parts that are likely to wear out within the warranty period if used for longer or more frequently than normal).

(f) In the case of failure or damage to the product caused by the use of other connected devices or improper consumables or storage media.

(g) In the case of failure or damage caused by software provided by a third party other than Sharp.

(h) In the case of a failure or damage caused by the customer's usage environment or maintenance/management method (e.g., a failure

caused by the intrusion of dust, rust, mold, insects, etc.).

(i) Any other failure or damage for which Sharp is not responsible.

3. Even when the product is within the warranty period, if the holding period of the replacement product after discontinuation of the product as separately specified by Sharp has expired, and if the replacement product cannot be procured, we may not be able to replace the product.

4. The damaged product received for replacement will be collected and disposed of appropriately by Sharp.

5. The warranty period of products that have been replaced free of charge based on this document shall be the same as the warranty period at the time of original purchase.

6. Sharp shall not compensate for any damages caused by the product being unusable due to a failure.

7. Sharp shall not be able to provide any support for data recovery or transfer due to product failure.

8. Before requesting for replacement, it is your responsibility to synchronize the data with the application and then reset (Initialization) the product to delete the data. All data received during replacement will be deleted. We cannot compensate for any secondary damage caused by the deletion of product data or other data.

9. This warranty is valid only in Japan.

【無償換貨規定】

1. 本產品在保固期內，在依照使用說明書及本體上警示標籤的指示正常使用之情況下，若硬體部分發生故障，我們將依據本手冊免費更換。
 - ・非本產品硬體原因所造成的故障（例如：顧客安裝的軟體所導致的問題、因連接設備感染病毒所導致的故障等）不適用本保固範圍。
2. 即使在保固期內，以下情況收費更換。
 - （一）未提供購買證明（購買收據、電子郵件副本或付款明細等）。
 - （二）因使用不當、修理或改造不當，或因違反使用說明書或類似文件中本公司禁止事項而導致的故障或損壞。
 - （三）因掉落或在超出使用說明書所描述之防水性能的條件下使用，或水進入不防水的充電座而導致的故障或損壞。
 - （四）因火災、公害、異常電壓、使用額定範圍以外的電源（電壓、頻率）、地震、雷擊、陣風、風災、水災、鹽害、氣體災害（如硫化氣體）和其他自然災害等外部因素所導致的故障或損壞。
 - （五）有使用壽命的零件或消耗品因自然消耗、磨損、劣化等原因而需要更換時（僅限於當使用時間或頻率高於一般情況，在保固期間內極有可能耗損之零件）。
 - （六）因連接其他設備或使用不適當的耗材或儲存媒體而造成的產品故障或損壞。
 - （七）因本公司以外的第三方提供的軟體而導致的故障或損壞。
 - （八）因顧客的使用環境或維護、管理方法而導致的故障或損壞（例如，因灰塵、生鏽、黴菌、昆蟲等侵入而導致的故障）。
 - （九）其他不可歸責於本公司的故障或損壞。
3. 即使產品仍在保固期內，若在本公司另行規定的停產日後更換用產品庫存維持期間屆滿，且無法調到更換用產品時，本公司將無法受理更換申請。
4. 更換時本公司所收到的故障品將由本公司回收並妥善處理。
5. 依本手冊規定無償更換的產品保固期將與原始購買時的保固期相同。
6. 對於因產品故障無法使用而造成的任何損失，本公司不予賠償。
7. 本公司無法提供因產品故障而需進行的數據復原或移轉支援。
8. 申請更換前，請自行負責同步數據到應用程式，並重置（初始化）產品以刪除數據。更換時產品中所儲存的數據都將被刪除。對於因刪除產品數據而造成的任何損害或因刪除數據而導致的二次損害，本公司不予賠償。
9. 僅在日本有效。