

What Products are Covered by the Kinesis Limited Warranty

All Kinesis-brand keyboards and accessories*, plus DXT2 mice sold by Kinesis or by a Kinesis Authorized Reseller, are backed by a limited manufacturer's warranty provided by Kinesis to the original purchaser**. The duration of the warranty depends on the product. See below for details.

*"Wear-and-tear" items like Palm Pads, Keycaps, and the Pivot Tether are not covered.

**Products purchased as "owned but unopened", "like new", "used", "open box", "warehouse deals" are not eligible for Warranty coverage.

The Kinesis Store sells certain non-Kinesis products, for example Cirque touch pads and Evoluent mice. Kinesis does not provide any warranty on these third-party products, but these products have warranties provided by their respective manufacturers. Please review the included product literature and contact the respective manufacturer directly from [Evoluent](#) and [Cirque](#) for warranty claims.

Kinesis Limited Warranty

Kinesis Corporation ("Kinesis") warrants to the original retail purchaser ("Purchaser" that the Kinesis Product ("Product") is free from defects in materials and workmanship and will perform substantially in accordance with the Product documentation ("Covered Defects") during the "Warranty Period" as specified below (the "Warranty").

The Warranty Period begins on the date of purchase of new products sold by the Kinesis Store (kinesis-ergo.com) or [Authorized Kinesis Resellers](#).

If Product fails due to accident, abuse, inappropriate use, or normal wear and tear, or is rendered completely or partially obsolete by newly released computer hardware or operating systems, Kinesis shall have no responsibility under this Limited Warranty.

Products purchased as "owned but unopened", "like new", "used", "open box", "warehouse deals" are not eligible for Warranty coverage.

Registration of your purchase is not required to be eligible for Warranty coverage.

Software not Covered Under this Warranty

This Warranty does not apply to any software which might have been included with the product or made available for download. Such software is covered by a non-exclusive license agreement with Kinesis.

To Qualify for Warranty Support

Purchaser must provide to Kinesis upon request, the serial number of their Product, if it has one. Serial numbers can be found on the product label. Purchaser must provide to Kinesis upon request, original proof of purchase if the Product was not purchased from the Kinesis Store. Failure to provide this information could result in denial of your warranty claim.

Purchaser's Exclusive Remedies

During the Warranty Period, the exclusive remedy to Purchaser for a Covered Defect in a Product shall be, at Kinesis Corporation's option, either Repair or Replacement of the product. Repair parts and replacement Product may be either reconditioned or new.

Initiating a Warranty Claim

If you suspect a Product has a Covered Defect and would like to initiate a Warranty Claim, please contact Kinesis Technical Support by [Submitting a Ticket](#). Kinesis will gather information about the Product and problem from Purchaser, and will make a prompt determination about:

1. Whether the Product is covered by the Kinesis Limited Warranty based on date of purchase and point of purchase,
2. Whether the reported issue is considered a Covered Defect as defined above by the Warranty, and
3. Whether the granted remedy for the reported issue is a Repair or a Replacement.

Submitting a Product for Warranty Repair/Replacement

In the case of either a Repair or a Replacement, Purchaser must first obtain a Return Merchandise Authorization ("RMA") number from their Kinesis technical support representative. Upon receiving an RMA number, Purchaser will be required to ship the product at their risk and expense to Kinesis in Bothell, Washington USA pursuant to Kinesis' instructions. Products shipped to Kinesis without a visible RMA number may be refused or destroyed. Kinesis is not responsible for Product which does not arrive or is damaged enroute to Kinesis.

At Kinesis's sole discretion, Kinesis may offer to ship replacement parts to Purchaser for "Home Repair" subject to shipping costs as detailed below.

Shipping Costs

Purchaser is solely responsible for the cost of insuring and shipping defective Product to Kinesis in Bothell, Washington USA.

For Purchasers located in the continental United States and Canada, Kinesis will provide return ground shipping of Repaired or Replacement Product to Purchaser free of charge. Products shipped to Canada may be subject to customs charges, fees, or duties, which are the sole responsibility of Purchaser.

Purchasers located outside of the US and Canada will be required to pay the full cost of return shipping from Bothell, Washington USA. Purchaser may be asked to pre-pay for return shipping charges before any repairs are undertaken by Kinesis.

Disclaimer of Other Warranties

The warranty and remedies set forth above are exclusive and in lieu of all others, whether oral or written, express or implied. Kinesis specifically disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. No Kinesis dealer,

agent, or employee is authorized to make any modification, extension, or addition to this warranty. Kinesis does not warrant that the product will meet your requirements, or that operation of the product will be uninterrupted or error-free, or that all errors will be corrected.

Limitation of liability

Kinesis is not responsible for special, incidental, or consequential damages resulting from any breach of warranty, or under other legal theory, including but not limited to lost profits, downtime, goodwill, damage to or replacement of equipment and/or property nor any costs of recovering, reprogramming, or reproducing any program or data stored in or used with Kinesis products, nor from any injury thought to have been caused by use of Product.

Some states or countries do not allow the exclusion or limitation of incidental or consequential damages or exclusions of implied warranties, so the above limitations or exclusions 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 and country to country.

Warranty Period

Advantage2 Keyboards: 3 years from date of purchase

DXT2 Mice: 2 years from date of purchase

All other Kinesis-brand products: 2 years from date of purchase