



WARRANTY POLICY

Magic Pro 13 (MDP1311)

XPPen WARRANTY POLICY

XPPEN TECHNOLOGY CO. ("XPPen") represents and warrants to the original purchaser ("Purchaser" or "you") that XPPen's Drawing tablet/Drawing display and other accessories ("Product") are free from material defects, including improper or inferior workmanship, materials, and design, during the designated warranty period, and subject to the following terms and conditions, when used normally and in accordance with all operating instructions:

01 Safety and use

Please read this chapter carefully before using your tablet. The manufacturer disclaims any liability for damage, which may result as a consequence of improper use or use contrary to the instructions contained herein.

Do not use your tablet when the vehicle is not safely parked. Using a hand-held tablet while driving is illegal in many countries.

Comply with restrictions on use specific to certain places (hospitals, planes, gas stations, schools, etc.).

Switch the tablet off before boarding an aircraft.

Switch the tablet off when you are in health care facilities, except in designated areas.

Strictly obey all signs and instructions posted in a fuel depot, petrol station, or chemical plant, or in any potentially explosive atmosphere when operate your tablet.

Please consult your doctor and the device manufacturer to determine if operation of your tablet may interfere with the operation of your medical device. When the tablet is switched on, it should be kept at least 15 cm from any medical device such as a pacemaker, a hearing aid, or an insulin pump, etc.

Do not let children use the tablet and/or play with the tablet and accessories without supervision.

To reduce exposure to radio waves, it is recommended:

- To use a hands-free kit;
- Keep the tablet away from the belly of pregnant women or the lower abdomen of adolescents.

Do not allow your tablet to be exposed to adverse weather or environmental conditions (moisture, humidity, rain, infiltration of liquids, dust, sea air, etc.). The manufacturer's recommended operating temperature range is 0°C (32°F) to 40°C (104°F). At over 40°C (104°F) the legibility of the tablet's display may be impaired, though this is temporary and not serious.

02 PROTECT YOUR HEARING

To prevent possible hearing damage, do not listen at high volume levels for long periods. Exercise caution when holding your tablet near your ear while the  loudspeaker is in use.

Use only batteries, battery chargers, and accessories which are compatible with your tablet model.

03 Battery

In accordance with air regulations, the battery of your product is not fully charged. Please charge it first.

- Do not attempt to open the battery (due to the risk of toxic fumes and burns).
- For a device with a non-removable battery, do not attempt to eject or replace the battery.
- Do not puncture, disassemble, or cause a short circuit in a battery.
- For a unibody device, do not attempt to open or puncture the back cover.
- Do not burn or dispose of a used battery or tablet in household rubbish or store it at temperatures above 60°C (140°F), this can result in an explosion or the leakage of flammable liquid or gas.

Similarly, subjecting the battery to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas. Only use the battery for the purpose for which it was designed and recommended. Never use damaged batteries.

CAUTION: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

04 Software update

This update procedure involves the handling of your personal data: unique product identifier (Serial number), IP address, product reference (CU reference) and product version.

Updates will be downloaded automatically but their installation will require your approval. Once accepted, the update is installed automatically.

Refusing or forgetting to install an update can affect your tablet's performance and, in the event of a security update, expose your tablet to security vulnerabilities.

05 Back Up Your Data

You should regularly backup your data, files, applications and settings as a safeguard against possible operational issues including prior to the return of the XPPen device. Data backup is your responsibility and is not the responsibility of the Manufacturer, the retailer through whom You purchased the XPPen device, or the Manufacturer's authorised service

providers through whom You may have received servicing, (repair or replacement of the XPPen device).

If you need to send/leave your XPPen device for servicing, we recommend you to remove from your device any peripherals (memory card) and personal and confidential data before sending/leaving your XPPen device.

During the servicing (repair or replacement) content on your XPPen device may be deleted, reformatted or configured as originally purchased (subject to then current updates and upgrades of software)

and peripherals removed may not be returned to you.

This limited warranty does not cover the backup, recovery or reinstallation of your data, files and applications to the XPPen device.

- 06 Warranty coverage under this warranty is limited to the following periods from the date of purchase: 12 months for Drawing tablet, Drawing display, Drawing Pad, and AC accessories.
- 07 This limited warranty only applies to products manufactured by or for XPPen and that can be identified by the "XPPen" trademark, trade name, or logo affixed to them. The limited warranty does not apply to any non-XPPen products or software.
- 08 The limited warranty extends only to Purchasers who bought the Product through XPPen official resellers or from the XPPen online store. The warranty is not transferable to any subsequent purchaser/customer.
- 09 On request, Purchaser must provide proof of the date of the original purchase, from an official reseller or XPPen online store, by a dated bill of sale or dated receipt that itemizes the XPPen product purchased.
- 10 This limited warranty is only valid in the region in which it was purchased as evidenced by the bill of sale or itemized receipt.
- 11 During the limited warranty period, XPPen will repair or replace, at XPPen's sole option, any parts of the Product that are defective or malfunctioning during normal usage. XPPen reserves the right to use new or refurbished replacement parts in repair of the Product.
- 12 This limited warranty covers only the costs of parts and labor. Purchaser is responsible for transportation costs to the service location and/or any loss during transportation. Return shipping will be paid by XPPen.
- 13 XPPen must be notified by the Purchaser of the alleged defect or malfunction of the Product during the applicable warranty period.

- 14** This limited warranty does NOT cover damage resulting from:
- Abuse, accident, misuse, improper storage, improper connection, incorrect voltage, exposure to liquid or moisture, spillage of food or liquid.
 - External causes such as from a collision, fire, flooding, sand, dirt, windstorm, lightning, or earthquake
 - Unauthorized modifications or repairs
 - Computer or internet viruses, bugs, worms, Trojan Horses, cancel-bots
 - Normal wear and tear of the Product
 - Usage of Product other than in its normal and customary manner
 - Other acts which are not the fault of XPPen
- Cosmetic damage, including but not limited to dents or scratches in decorative, or nonoperative parts as a result of normal usage is not covered.
- Software and consumables such as nibs or batteries are excluded from this limited warranty unless damage has occurred due to a defect in XPPen materials and workmanship.
- 15** XPPen does not warrant that the operation of this Product will be uninterrupted or error-free.
- 16** This limited warranty will also be null and void if the serial number or warranty seal on the Product has been altered, defaced or removed.
- 17** If the Product is returned to XPPen after the expiration of the warranty period, XPPen's normal service charges and policies shall apply.
- 18** XPPen assumes no obligation or liability beyond that which is expressly provided for in this limited warranty.
- 19** All warranty information, pricing, product features and specifications are subject to change.
- 20** This limited warranty provides Purchaser's sole and exclusive remedy to be provided by XPPen. Agents, employees, distributors, and resellers of XPPen Products are not authorized to make modifications to this limited warranty or make additional warranties binding on XPPen.

- 21** XPPen's limitation of liability under this limited warranty shall be the actual cash value of the product at the time Purchaser returns the product for repair, as determined by the price paid by the purchaser for the product less a reasonable amount of usage or wear and tear.

XPPen shall not be liable for any direct, consequential or incidental damages (including but not limited to, loss of anticipated benefits or profits, business, loss of savings or revenue, loss of data, loss of use of the product or any associated equipment, cost of any substitute product, downtime, costs of recovering, reprogramming, or reproducing any program or data, any failure to maintain the confidentiality of data stored on the product, the claims of any third parties, including subsequent purchasers, and damage to property, resulting from the use or inability to use the product, even if XPPen had been advised of the possibility such damage).

XPPen shall not be liable for delays in providing service under the limited warranty or loss of use during the period that the product is being repaired.

Some regions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

- 22** To the extent permitted by law, XPPen limits the duration of all implied warranties to the applicable product warranty period stated above, including but not limited to the implied warranty of merchantability or fitness for a particular purpose and warranties against hidden or latent defects. Some regions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

- 23** In the event that any of the above limitations are held to be unenforceable, XPPen liability for any damages shall not exceed the purchase price you paid.

- 24** This warranty gives you specific legal rights, and you may also have other rights which vary from region to region.

Das Elektro- und Elektronikgerätegesetz (ElektroG) enthält eine Vielzahl von Anforderungen an den Umgang mit Elektro- und Elektronikgeräten. Die wichtigsten sind hier zusammengestellt.

1. Getrennte Erfassung von Altgeräten

Elektro- und Elektronikgeräte, die zu Abfall geworden sind, werden als Altgeräte bezeichnet. Besitzer von Altgeräten haben diese einer vom unsortierten Siedlungsabfall getrennten Erfassung zuzuführen. Altgeräte gehören insbesondere nicht in den Hausmüll, sondern in spezielle Sammel- und Rückgabesysteme.

2. Batterien und Akkus sowie Lampen

Besitzer von Altgeräten haben Altbatterien und Alttakkumulatoren, die nicht vom Altgerät umschlossen sind, sowie Lampen, die zerstörungsfrei aus dem Altgerät entnommen werden können, im Regelfall vor der Abgabe an einer Erfassungsstelle vom Altgerät zu trennen. Dies gilt nicht, soweit Altgeräte einer Vorbereitung zur Wiederverwendung unter Beteiligung eines öffentlich-rechtlichen Entsorgungsträgers zugeführt werden.

3. Möglichkeiten der Rückgabe von Altgeräten

Besitzer von Altgeräten aus privaten Haushalten können diese bei den Sammelstellen der öffentlich-rechtlichen Entsorgungsträger oder bei den von Herstellern oder Vertreibern im Sinne des ElektroG eingerichteten Rücknahmestellen unentgeltlich abgeben.

Rücknahmepflichtig sind Geschäfte mit einer Verkaufsfläche von mindestens 400 m² für Elektro- und Elektronikgeräte sowie

diejenigen Lebensmittelgeschäfte mit einer Gesamtverkaufsfläche von mindestens 800 m², die mehrmals pro Jahr oder dauerhaft

Elektro- und Elektronikgeräte anbieten und auf dem Markt bereitstellen. Dies gilt auch bei Vertrieb unter Verwendung von

Fernkommunikationsmitteln, wenn die Lager- und Versandflächen für Elektro- und Elektronikgeräte mindestens 400 m² betragen

oder die gesamten Lager- und Versandflächen mindestens 800 m² betragen. Vertreter haben die Rücknahme grundsätzlich durch geeignete Rückgabemöglichkeiten in zumutbarer Entfernung zum jeweiligen Endnutzer zu gewährleisten.

Die Möglichkeit der unentgeltlichen Rückgabe eines Altgerätes besteht bei rücknahmepflichtigen Vertreibern unter anderem dann, wenn ein neues gleichartiges Gerät, das im Wesentlichen die gleichen Funktionen erfüllt, an einen Endnutzer abgegeben wird.

Wenn ein neues Gerät an einen privaten Haushalt ausgeliefert wird, kann das gleichartige Altgerät auch dort zur unentgeltlichen Abholung übergeben werden; dies gilt bei einem Vertrieb unter Verwendung von Fernkommunikationsmitteln für Geräte der Kategorien 1, 2 oder 4 gemäß § 2 Abs. 1 ElektroG, nämlich „Wärmeüberträger“, „Bildschirmgeräte“ oder „Großgeräte“ (letztere mit mindestens einer äußeren Abmessung über 50 Zentimeter). Zu einer entsprechenden Rückgabe-Absicht werden Endnutzer beim Abschluss eines Kaufvertrages befragt. Außerdem besteht die Möglichkeit der unentgeltlichen Rückgabe bei Sammelstellen der Vertreter unabhängig vom Kauf eines neuen Gerätes für solche Altgeräte, die in keiner äußeren Abmessung größer als 25 Zentimeter sind, und zwar beschränkt auf drei Altgeräte pro Geräteart.

4. Datenschutz-Hinweis

Altgeräte enthalten häufig sensible personenbezogene Daten. Dies gilt insbesondere für Geräte der Informations- und Telekommunikationstechnik wie Computer und Smartphones. Bitte beachten Sie in Ihrem eigenen Interesse, dass für die Löschung der Daten auf den zu entsorgenden Altgeräten jeder Endnutzer selbst verantwortlich ist.

5. Bedeutung des Symbols „durchgestrichene Mülltonne“

Das auf Elektro- und Elektronikgeräten regelmäßig abgebildete Symbol einer durchgestrichenen Mülltonne weist darauf hin, dass das jeweilige Gerät am Ende seiner Lebensdauer getrennt vom unsortierten Siedlungsabfall zu erfassen ist.



Hersteller-Informationen gemäß § 18 Abs. 4 ElektroG (neu)

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Contact XPPen

To make a claim under this warranty,
contact XPPen at:
Email: service@xp-pen.com
US: (+1) 657-445-6128

* This contact information may change without notice.
Please contact your authorized XPPen retailer for updated
contact information.

WARRANTY CARD

User Information

User name:

Phone: .

Email:

Address:

Where Purchased:

Date of Purchase:

Product Information

Model:

Series number:

Reason for return:

Problem with the product:

Your suggestion:



WARRANTY CARD