



## TIMIO Warranty Form

We hope that with TIMIO you found what you were looking for. In the very unfortunate case you discovered a manufacturing defect or malfunction, you can send your TIMIO back to us within one year from the date of purchase along with a proof of purchase.

Before you go to the effort of completing the TIMIO Warranty Form and sending us your product, please run through the FAQ section on the website <https://timio.co/faqs/> or contact us at [timio@timio.co](mailto:timio@timio.co) to see whether your issue can be resolved.

### How can I return my TIMIO under warranty?

#### Step 1

Complete the following information:

<b>First name:</b>	
<b>Surname:</b>	
<b>Address 1:</b>	
<b>Address 2:</b>	
<b>Postal code:</b>	
<b>City:</b>	
<b>Country:</b>	
<b>Telephone number:</b>	
<b>Email:</b>	

<b>Date of purchase:</b>	
<b>Order number:</b>	

<b>Description of issue:</b>	
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#### Step 2

Put your TIMIO Preferably in the original packaging (including the discs and storage bag) together with this completed TIMIO Warranty Form. Please make sure it is packed adequately to prevent damage during shipping. Send it using a shipping company of your choice to the following address:

TIMIO  
Hunneperkade 8  
7418 BT Deventer  
The Netherlands



TIMIO B.V.  
Email [timio@timio.co](mailto:timio@timio.co)  
Web [www.timio.co](http://www.timio.co)

### Step 3

Once we have received your parcel, we will carefully inspect the product. If the defect or malfunction is covered by the warranty, we will send you a new TIMIO as replacement as soon as possible to the address provided. If not, we will let you know why via email.

It is our goal to deliver an enjoyable experience, so please let us know if there's anything short of excellent. We look forward to hearing from you via [timio@timio.co](mailto:timio@timio.co)

### Note:

\*A manufacturing defect is defined as any fault in the product's materials or workmanship, which is present at the time of purchase or a malfunction discovered during initial usage. The following conditions are not classed as manufacturing defects, and will not be covered by the manufacturer's warranty:

- Accidental damage, misuse or abuse
- Normal wear and tear
- When the product is not used or maintained in accordance with the Care & Use Instructions (see User Manual included with TIMIO)
- Staining caused by foods with strong colorants.
- Melting caused by heating
- Tampering with the SD card

We do not accept liability for returned packages which are damaged during transit.