

**1<sup>st</sup> April 2021**

**What does this Limited Warranty cover?**

Bullitt Mobile Limited (“Bullitt”) warrants to the original consumer purchaser (“you”) that the device accompanying this warranty, and any in-box accessories that accompany it (the “Products”), will be free of substantial defects in material and workmanship for a period noted in the Appendix beginning from the date of original consumer purchase (“Warranty Period”).

This warranty only applies to the first purchaser, and begins on the original date of purchase by such first purchaser. This warranty does not apply to products that are resold (as used, refurbished, or otherwise) to a second purchaser. In the event of a dispute as to whether the Product was resold, if the date when the Product was first activated precedes the date of purchase by the second purchaser, such Product shall be deemed to have been resold, and this warranty shall not apply.

Repairs made by Bullitt or its authorized Service Provider under this Limited Warranty (“Warranty Service”) are covered for the balance of the original Warranty Period, or for the period noted in the Appendix, whichever is longer. This Limited Warranty covers only a purchase of new Products from Bullitt or an authorized reseller or authorized distributor of Bullitt Products which are accompanied in-box by this written Limited Warranty. This Limited Warranty is personal to you and not transferable. No retailer or other third party is authorized to make any representations on behalf of Bullitt or to modify this Limited Warranty.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS THAT VARY BY STATE, PROVINCE OR COUNTRY (SUCH AS THE LEGAL WARRANTY IN BRAZIL). FOR CONSUMERS WHO ARE COVERED BY CONSUMER PROTECTION LAWS OR REGULATIONS IN THEIR COUNTRY OF PURCHASE OR, IF DIFFERENT, THEIR COUNTRY OF RESIDENCE, THE BENEFITS CONFERRED BY THIS LIMITED WARRANTY ARE IN ADDITION TO ALL RIGHTS AND REMEDIES CONVEYED BY SUCH CONSUMER PROTECTION LAWS AND REGULATIONS. FOR A FULL UNDERSTANDING OF YOUR RIGHTS YOU SHOULD CONSULT THE LAWS OF YOUR COUNTRY, PROVINCE OR STATE.

**What will we do if you make a claim under this Limited Warranty?**

If you make a valid claim under this Limited Warranty, Bullitt or its Authorized Service Provider will, at their discretion, either (1) repair the Product using new, used, or reconditioned replacement parts; or (2) replace the Product with a new or “like new” reconditioned Product that is the same or similar to the warranted Product; or (3) refund the purchase price. Repaired or replaced products will be returned to you in their original factory configuration, plus any applicable software updates, which may affect use and/or compatibility with third party applications (for which Bullitt shall have no liability). Any refunded or replaced Product shall become the property of Bullitt. To obtain service under this Limited Warranty, the claim should be made in the country where the Product was intended for sale; otherwise repair services may be limited to the options available in the country where the service is requested.

Bullitt manufactures Products which have or may have country or regional specific elements, and therefore Bullitt cannot guarantee to support variants of a Product imported into a country or region when that variant was not intended for sale in a particular country or region. Please always make sure you are buying the correct variant of a Product for your particular region/country. In order for you to obtain service repairs under this warranty, Bullitt may require you to send your Product to

the country / region where it was intended for sale, and you shall be solely responsible for any transit costs for shipping to and from the authorized service center.

### **What is not covered?**

This Limited Warranty does not cover the following unless they occurred because of a defect in materials or workmanship:

(a) Normal wear and tear due to the normal aging of the Product, including parts that are expected to deteriorate over time, such as batteries, lens liners, or protective coatings.

(b) Cosmetic damage, including scratches, dents, and cracks to the Products.

(c) Damage caused by the use of non-Bullitt manufactured or approved products, accessories or software.

(d) Damage caused beyond the reasonable control of Bullitt, including operating a Product outside its permitted or intended uses as defined in the Products' User Manual, Quick Start Guide, Online Tutorials, and other documentation provided to you, and/or damage caused by (i) accident, abuse, misuse; (ii) improper care and handling (e.g. subjecting the Product to extreme temperatures), abuse or neglect (e.g. broken or bent connectors, ports, or SIM/SD card slots); impact damage; (iii) contact with liquids, water, rain, extreme humidity, unusually heavy perspiration or other moisture; sand, food, dirt or similar substances (except for Products sold as resistant to such substances), but then only to the extent the damage was not caused by incorrectly securing the Product's protective elements (e.g. failing to properly close a seal), or such protective elements are damaged or missing (e.g. a cracked back cover), or subjecting a Product to conditions beyond its stated specifications or limits; or (iv) flood, fire, earthquake, tornado or other acts of God not within Bullitt's reasonable control.

(e) Unauthorized service. Defects or damage resulting from someone other than Bullitt or a Bullitt authorized service center servicing, testing, adjusting, installing, maintaining, altering, or tampering with the Products.

(f) Products that have been modified in any manner without the written permission of Bullitt, including Products (i) with serial numbers or other manufacturer codes that have been removed, altered or obliterated; (ii) with mismatched or duplicated serial numbers; (iii) with broken seals or other evidence of tampering; or (iv) which have been modified to alter functionality or capability, or show evidence of attempts to modify them.

**WARNING AGAINST UNLOCKING THE BOOTLOADER OR ALTERING A PRODUCT'S OPERATING SYSTEM SOFTWARE: ALTERING A PRODUCT'S OPERATING SYSTEM, WHICH INCLUDES UNLOCKING THE BOOTLOADER, ROOTING A PRODUCT OR RUNNING ANY OPERATING SOFTWARE OTHER THAN THE APPROVED VERSIONS ISSUED BY BULLITT AND ITS PARTNERS FOR YOUR SPECIFIC PRODUCT MAY PERMANENTLY DAMAGE YOUR PRODUCT, CAUSE IT TO BE UNSAFE AND/OR MALFUNCTION AND ANY DAMAGE THAT IS CAUSED THEREFROM WILL, UNLESS OTHERWISE STATED BY BULLITT, NOT BE COVERED BY THIS LIMITED WARRANTY.**

IMPORTANT: IT IS ILLEGAL TO USE THIS PRODUCT IF IT CEASES TO COMPLY WITH THE GOVERNMENT AUTHORIZATIONS THAT APPROVED ITS RELEASE. THEREFORE, YOU MUST NOT MAKE CHANGES TO THE PRODUCT AFFECTING ITS EMISSION, MODULATION, TRANSMISSION CHARACTERISTICS, INCLUDING POWER LEVELS, OPERATING FREQUENCIES AND BANDWIDTHS, SAR LEVELS, DUTY-CYCLE, TRANSMISSION MODES AND THE INTENDED METHOD OF USE OF THE PRODUCT.

(g) Defects, damages, or the failure of the Product due to any third party communication service or network you subscribe to or use with the Product.

(h) Software, either embedded in, downloaded to, or accompanied with the Products.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, BULLITT SPECIFICALLY DISCLAIMS ANY AND ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT, ALL WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, AND BULLITT DOES NOT WARRANT THAT THE OPERATION OF ANY PRODUCTS OR SOFTWARE COVERED UNDER THIS LIMITED WARRANTY WILL MEET YOUR REQUIREMENTS, WORK IN COMBINATION WITH ANY HARDWARE OR SOFTWARE APPLICATIONS OR THIRD PARTY SERVICES, BE UNINTERRUPTED, ERROR-FREE, OR WITHOUT RISK TO, OR LOSS OF, ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS CONTAINED THEREIN, OR THAT DEFECTS IN THE PRODUCTS OR SOFTWARE WILL BE CORRECTED. WHERE SUCH STATUTORY OR IMPLIED WARRANTIES CANNOT LAWFULLY BE DISCLAIMED, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THE EXPRESS LIMITED WARRANTY CONTAINED HEREIN AND THE REMEDIES OF REPAIR, REPLACEMENT, OR REFUND AS DETERMINED BY BULLITT IN ITS SOLE DISCRETION SHALL BE THE EXCLUSIVE REMEDY OF THE CONSUMER. NO ORAL OR WRITTEN REPRESENTATIONS MADE BY BULLITT OR ANY SELLER, RESELLER OR DISTRIBUTOR OF THE PRODUCTS, INCLUDING EMPLOYEES AND AGENTS THEREOF, SHALL CREATE ANY ADDITIONAL WARRANTY OBLIGATIONS, INCREASE THE SCOPE, OR OTHERWISE MODIFY IN ANY MANNER THE TERMS OF THIS LIMITED WARRANTY.

TO THE EXTENT PERMITTED BY APPLICABLE LAW, BULLITT SPECIFICALLY DISCLAIMS ANY AND ALL LIABILITY, WHETHER IN CONTRACT, TORT OR UNDER OTHER LEGAL THEORY (INCLUDING NEGLIGENCE), FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCTS, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS; LOSS OF BUSINESS; BUSINESS INTERRUPTION; LOSS OF OPPORTUNITY; LOSS OF GOODWILL; LOSS OF REPUTATION; LOSS OF, DAMAGE TO, OR CORRUPTION OF INFORMATION, DATA, SOFTWARE OR APPLICATIONS (INCLUDING ANY COSTS ASSOCIATED WITH RECOVERING, PROGRAMMING, OR REPRODUCING ANY INFORMATION, DATA, SOFTWARE OR APPLICATIONS STORED ON OR USED WITH BULLITT PRODUCTS, OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF ANY INFORMATION OR DATA STORED ON THE PRODUCTS); OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR SERVICES PROVIDED UNDER THIS LIMITED WARRANTY. BY MAKING A CLAIM UNDER THIS LIMITED WARRANTY YOU ACKNOWLEDGE THAT YOU UNDERSTAND THE ABOVE DISCLAIMERS OF LIABILITY.

IN NO EVENT WILL BULLITT BE LIABLE FOR ANY INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES (SUCH AS, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, BUSINESS, SAVINGS, DATA OR RECORDS) RELATED TO THIS PRODUCT. EXCEPT AS STATED HEREIN, NO OTHER WARRANTIES SHALL APPLY.

SOME STATES OR JURISDICTIONS DO NOT ALLOW THE LIMITATION OR EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, OR THE EXCLUSION OR LIMITATION ON THE LENGTH OF AN IMPLIED WARRANTY, OR THE LIMITATION OR EXCLUSION OF DAMAGES FOR PERSONAL INJURIES CAUSED BY NEGLIGENCE, 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 THAT VARY FROM STATE OR JURISDICTION.

#### **My Product needs service, what should I do?**

- Before attempting to diagnose or repair any Product, please backup all software, applications, and other data, including contacts, photos, music, games, which will be erased during the repair process and cannot be reinstalled by Bullitt and Bullitt shall have no liability therefore.
- Review the online Bullitt customer support website for troubleshooting information:
  - for CAT devices at [<https://www.catphones.com/en-gb/help-support/>] , or
  - for Land Rover devices at [<https://landroverexplore.co.uk/help-support/>].
- If the Product is still not functioning properly after you have followed troubleshooting instructions suggested, please contact Bullitt using the contact details provided on the relevant customer support page:
  - for CAT devices at [[https://www.catphones.com/en-gb/help-support/contact/#:~:text=USA%20\(English\)%3A%20%2B1%20\(%2B1%20\(515\)%20575%204161](https://www.catphones.com/en-gb/help-support/contact/#:~:text=USA%20(English)%3A%20%2B1%20(%2B1%20(515)%20575%204161)], or
  - for Land Rover devices at [<https://landroverexplore.co.uk/help-support/contact/>].
- If your Product is covered by this Limited Warranty, you may be required to download, or otherwise obtain and accept software updates. You are responsible for any third party data costs incurred when obtaining the downloads.
- Before we can provide any further support under this Limited Warranty you must first comply with the warranty processes outlined above, and any repair instructions provided by Bullitt, including unlocking the Product prior to sending for service.
- If the software update does not fix the problem, you will receive instructions on how to return the Product for service. You must supply: (i) proof of purchase; (ii) a written description of the problem; (iii) the name of your mobile network service provider, if applicable; and (iv) your home and email address and telephone number. Bullitt reserves the right to charge you for the cost of shipping the Product to and from the authorized service center.
- If the Product is not covered by this Limited Warranty (and you do not have any other statutory rights in your place of residence), Bullitt will inform you of the availability, price, and other conditions applicable to such out-of-warranty repair of the Product.

### Appendix - Warranty Durations Matrix by Country

Country/region	Device warranty (# months)	Device warranty Business Edition (# months)	Accessories warranty (# months)	Non-removable battery warranty (# months)	Removable battery warranty (# months)	Warranty on Repairs (# days)
Albania	12	24	6	12	6	90
Algeria	12	24	6	12	6	90
Angola	12	24	6	12	6	90
Argentina	12	24	6	12	6	90
Armenia	12	24	6	12	6	90
Australia	24	36	6	24	6	90
Austria	24	36	6	24	6	90
Azerbaijan	12	24	6	12	6	90
Bahrain	12	24	6	12	6	90
Bangladesh	12	24	6	12	6	90
Belarus	12	24	6	12	6	90
Belgium	24	36	6	24	6	90
Bosnia and Herzegovina	12	24	6	12	6	90
Botswana	12	24	6	12	6	90
Brazil	12	24	6	12	6	90
Bulgaria	24	36	6	24	6	90
Cambodia	12	24	6	12	6	90
Canada	12	24	6	12	6	90
Chile	12	24	6	12	6	90
Colombia	12	24	6	12	6	90
Costa Rica	12	24	6	12	6	90
Croatia	24	36	6	24	6	90
Cyprus	24	36	6	24	6	90
Czech Republic	24	36	6	24	6	90
Denmark	24	36	6	24	6	90
Ecuador	12	24	6	12	6	90
Egypt	12	24	6	12	6	90

El Salvador	12	24	6	12	6	90
Estonia	24	36	6	24	6	90
Ethiopia	12	24	6	12	6	90
Finland	24	36	6	24	6	90
France	24	36	6	24	6	90
Georgia	12	24	6	12	6	90
Germany	24	36	6	24	6	90
Ghana	12	24	6	12	6	90
Greece	24	36	6	24	6	90
Guatemala	12	24	6	12	6	90
Honduras	12	24	6	12	6	90
Hong Kong	12	24	6	12	6	90
Hungary	24	36	6	24	6	90
India	12	24	6	12	6	90
Indonesia	12	24	6	12	6	90
Iraq	12	24	6	12	6	90
Ireland	24	36	6	24	6	90
Italy	24	36	6	24	6	90
Japan	12	24	6	12	6	90
Jordan	12	24	6	12	6	90
Kazakhstan	12	24	6	12	6	90
Kenya	12	24	6	12	6	90
Kuwait	12	24	6	12	6	90
Latvia	24	36	6	24	6	90
Lebanon	12	24	6	12	6	90
Libya	12	24	6	12	6	90
Lithuania	24	36	6	24	6	90
Macau	12	24	6	12	6	90
Macedonia	12	24	6	12	6	90
Malaysia	12	24	6	12	6	90
Mauritius	12	24	6	12	6	90
Mexico	12	24	6	12	6	90
Moldova	12	24	6	12	6	90
Montenegro	12	24	6	12	6	90
Morocco	12	24	6	12	6	90
Mozambique	12	24	6	12	6	90
Myanmar	12	24	6	12	6	90
Namibia	12	24	6	12	6	90
Netherlands	24	36	6	24	6	90
New Zealand	24	36	6	24	6	90
Nicaragua	12	24	6	12	6	90
Nigeria	12	24	6	12	6	90
Norway	24	36	6	24	6	90
Oman	12	24	6	12	6	90

Pakistan	12	24	6	12	6	90
Paraguay	12	24	6	12	6	90
Peru	12	24	6	12	6	90
Philippines	12	24	6	12	6	90
Poland	24	36	6	24	6	90
Portugal	24	36	6	24	6	90
Puerto Rico	12	24	6	12	6	90
Qatar	12	24	6	12	6	90
Romania	24	36	6	24	6	90
Russia	12	24	6	12	6	90
Saudi Arabia	12	24	6	24	6	90
Serbia	12	24	6	24	6	90
Singapore	12	24	6	12	6	90
Slovakia	24	36	6	24	6	90
Slovenia	24	36	6	24	6	90
South Africa	24	36	6	24	6	90
Spain	24	36	6	24	6	90
Sri Lanka	12	24	6	12	6	90
Sweden	24	36	6	24	6	90
Switzerland	24	36	6	24	6	90
Taiwan	12	24	6	12	6	90
Tanzania	12	24	6	12	6	90
Thailand	12	24	6	12	6	90
Tunisia	12	24	6	12	6	90
Turkey	12	24	6	12	6	90
Uganda	12	24	6	12	6	90
Ukraine	12	24	6	12	6	90
United Arab Emirates	12	24	6	12	6	90
United Kingdom	24	36	6	24	6	90
United States	12	24	6	12	6	90
Uruguay	12	24	6	12	6	90
Uzbekistan	12	24	6	12	6	90
Vietnam	12	24	6	12	6	90
Yemen	12	24	6	12	6	90
Zambia	12	24	6	12	6	90
Zimbabwe	12	24	6	12	6	90