

POLICY CHANGE ON WARRANTY REPAIRS

As of November 17, 2021

Existing and new owners receive two-year warranty coverage on all hardware, beginning on the date the Mind Mirror software is registered.

TYPES OF REPAIRS

1/ Repairs to *customer-damaged* equipment now require the customer to pay inbound and outbound postage to the Vilistus factory in the U.K., plus the cost of the repair. Vilistus will invoice the customer and accept payment for the repair and outbound shipping costs.

2/ Repairs to *non-customer-damaged* equipment first require online testing with Judith Pennington. If testing shows that the equipment is faulty and under warranty:

- U.S.-based customers are required to return the equipment to Judith Pennington and to bear the postage cost, with adequate insurance. Awakened Mind Enterprises, LLC will replace the faulty equipment speedily and bear the postage cost for the return of the equipment to the owner.
- Non-U.S.-based customers are required to return faulty equipment to Stephen Clark at Vilistus in the U.K. at their cost after receiving an RMA (Returned Merchandise Authorization). If the RMA number is not adequately shown on the package and Customs forms, the customer will be responsible for the payment of Customs duties. Equipment will be speedily repaired by Vilistus, which will pay the cost of shipping it back to the customer.