



Catspad Tranquility

The Catspad Tranquility guarantee (hereinafter referred as « the Guarantee ») is subject to the following modalities, which establish the contract concluded between you and JnB Innovation, such as described below. Subject to the present modalities, your Guarantee covers : the damages to one product JnB Innovation® as well as accessories included in the original packaging of the product JnB Innovation®.

As such, it is stated that JnB Innovation® products (jointly hereinafter referred as « the Product ») will be subject to separate Guarantees. Moreover, the present Guarantee only covers the Product to which it is attached. Therefore, in case of several Products purchased, the purchase of a Catspad Tranquility Guarantee shall be necessary for any concerned Product.

Dans le cadre de cette Garantie, vous (le « Client ») bénéficierez de l'accès à une assistance Internet pour le Produit. L'activation de cette Garantie est sujette à l'enregistrement de votre numéro unique d'adhésion tel que indiqué sur la présente Garantie. Le terme de cette Garantie est pour une période de trente-six (36) mois, terminant à la date indiquée à la Confirmation d'adhésion à la Garantie. Le prix de la Garantie figure sur l'original de la facture de la Garantie.

Within the framework of the Guarantee, you (hereinafter referred as « the Customer ») will benefit from a hotline and an access to an Internet assistance for the Product. The activation of the Guarantee is subject to the registration of your unique memberships' number such as indicated on the the Guarantee. The term of the Guarantee is for a period of thirty six (36) months, ending on the date indicated on the confirmation of membership to the present Guarantee. The price of the Guarantee appears on the original invoice of the Guarantee.

A/ Scope of the Guarantee

1/ General scope

The present Guarantee will come into effect as from the registration of your unique number of membership. As part of the registration process, you will be asked to provide us with your email address as well as the name of the person appearing on the Catspad Tranquility invoice. Pursuant to the present Guarantee, any defective Product may be replaced, at your request, by an equivalent Product in terms of functionality, in the limit of one exchange.

The Product will benefit from the same coverage than the previous Product for the rest of the coverage's duration of the Product. Replaced Product will become the property of JnB Innovation from the day of dispatch of the replacement Product.

2/ Modalities of implementation

- Assistance

Pursuant to the present Guarantee, you will benefit from an Internet assistance for the period covered by the present Guarantee. For any complaint in conformance with the Guarantee, contact our teams, at your convenience, by sending a letter to nB Innovation – Service Client – 32 Rue des Marchands 31000 Toulouse, France, or by contacting directly our teams through the use of the instant messaging system available on our website.

- Replacement of Product

The defective Product can be replaced under the Guarantee. Contact our teams by any aforementioned means and we shall arrange the transport of the Product, at our expense. Upon receipt of the Product, our team will establish the cause of the defect and will proceed to the replacement of the Product, subject that the latter doesn't fit into one of the cases of exclusion from Guarantee set out below.

3/ Disclaimer of Guarantee

The present Guarantee does not cover :

- Damages to the Product as a consequence of a voluntary degradation of the Product or its components ;
- Damages related to the appearance of the Product, such as the state of cleanliness of the Product ; and
- Theft or loss of the Product, it being specified that the benefit of the Guarantee is subject to the prior return of the defective Product to JnB Innovation.

B/ Your participation in the implementation of the Guarantee

As part of the preliminary frame of the implementation of the Guarantee, you will have to provide information to us, such as :

- Your membership number to the Guarantee ;
- The serial number of the Product ;
- The purchase invoice of your defective Product ; and
- Issues arising from the use of the Product.

If the problem remains unsolved, JnB Innovation will proceed to the replacement of the defective Product upon receipt of the latter, subject that the Product does not fit into one of the aforementioned cases of exclusion.

C/ Transfer of the Guarantee

The Guarantee and its attached rights are limited to one transfer. Any transfer of the rights attached to the present Guarantee is irrevocable and permanent. Any transfer of the Guarantee and its attached rights is subject to the compliance with the following :

(i) The full documentation of the Guarantee must be provided (proof of the original purchase, documents included in the Guarantee's packaging, number of membership to the Guarantee,...) ;

(ii) To inform JnB Innovation of the intended transfer, by mail to the following address : JnB Innovation – Service Client – 32 Rue des Marchands 31000 Toulouse, France, or by email to info@catspad.com. Notice of the transfer shall include the number of membership, serial number of the Product, proof of the original purchase of the Guarantee transferred, full name of the person who benefits from the transfer as well as the address, telephone number and email address.

(iii) The beneficiary of the transfer must agree to the conditions of the Guarantee prior to the transfer.

In case of valid transfer, the transferred Guarantee will cover the Product of the beneficiary of the transfer for the covering period left.

D/ Termination of the Guarantee

1/ Implementation of the termination

The termination of the present Guarantee can be implemented at any time and for any reason. Please contact us to terminate your Guarantee, by mail to JnB Innovation – Service Client – 32 Rue des Marchands 31000 Toulouse, France, or by email to info@catspad.com.

2/ Reimbursement

Subject to the application of any local law, reimbursement will be made as follow :

- For any termination occurring within forty five (45) days following the date of purchase or receipt of the Guarantee, JnB Innovation will proceed to the full reimbursement of the Guarantee ;

- For any termination occurring after forty five (45) days following the date of purchase or receipt of the Guarantee, JnB Innovation will proceed to a reimbursement on a pro rata basis of the number of covering days left.

JnB Innovation reserves the right to terminate the Guarantee if the replacement of the Product is deemed to be impossible, for example in the case JnB Innovation will no longer manufacture the concerned Product. In such case, JnB Innovation will provide you with a written notice within thirty (30) days and will proceed to the full reimbursement of the Guarantee.

E/ Limit of liability

To the maximum extent permitted by Law, JnB Innovation, its employees and its representatives will not be liable to you or to the beneficiary of the transfer of the Guarantee for the consequential or secondary damages ensuing from obligations falling to JnB Innovation.

F/ Legal Guarantee

The rights ensuing from the Guarantee are without incidence on the rights of the consumer under applicable local laws and regulations, including the legal guarantee of conformity, and shall not limit the rights acquired by consumers under the Local law.

G/ General provisions

1/ Obligations of JnB Innovation

(i) JnB Innovation reserves the right to subcontract or outsource the services ensuing from the Guarantee to third parties without prejudice to the obligations which fall to JnB Innovation under the Guarantee ;

(ii) Any breach or delay in the execution of the services shall not engage the liability of JnB Innovation if the breach or the delay is attributable in an outside event from which the unpredictability and the irresistibility are established.

2/ Confidentiality

(i) For the purpose of improving the quality of our services, and in its only optics, JnB Innovation reserves the possibility of registering all or part of the conversations between you and JnB Innovation ;

(ii) You recognize and accept that JnB Innovation may collect and process your data within the framework of the execution of the service covered by the present Guarantee ;

(iii) You recognize and accept that JnB Innovation may transmit the data collected to service providers or to one of its affiliated companies within the framework of the execution of the service covered by the present Guarantee ;

(iv) The collected data will be protected under the privacy policy of JnB Innovation, accessible via our website to the following address : <https://catspad.com/privacy/>.