



Firefly

5-Year Limited Warranty

## WARRANTY

### 5-YEAR LIMITED WARRANTY

NWT Holdings, LLC provides a limited warranty on the Firefly™ device and accessories against defects in material and/or workmanship under normal use for a period of (5) years from the date of purchase. This limited warranty is not transferable. If a warranty claim is received during this warranty period, NWT Holdings, LLC will conduct one or more of the following actions, at its own discretion, to remedy the situation:

- (1)** Exchange the defective part with one that is an functioning equivalent or a new part, or
- (2)** Repair the product defect, or
- (3)** Replace the Firefly™ device with a brand new unit, or
- (4)** Refund the purchase for the full purchase price; at the discretion of NWT Holdings, LLC

### EXCLUSIONS AND LIMITATIONS:

The Limited Warranty does not apply to any non-Firefly™ products. The Limited Warranty applies only to products and accessories manufactured by NWT Holdings LLC that can be clearly identified by the Firefly™ trademark name or logo. The Limited Warranty does not apply to normal wear and degradation of the batteries.

This Limited Warranty will be considered null and void if it is determined that the Firefly™ device is malfunctioning as a result of one or more of the following acts:

- (a)** damage caused by operating the Firefly™ in a manner outside of what is recommended or permitted and as described in the user manual;
- (b)** damage caused by product neglect, including the failure to maintain a proper cleaning regimen;
- (c)** damage caused by disassembling, manipulating or altering the device in any way or attempting your own repairs;
- (d)** damage to the cosmetic appearance of the Firefly™ device, including, but not limited to scratches, dents, chipped or broken off parts;
- (e)** damage to the Firefly™ device caused by misuse, abuse, theft, natural disasters or any other external causes.
- (f)** any failure to follow the Safety Instructions provided with this product.

# **WARRANTY**

## **WARRANTY CLAIM INSTRUCTIONS**

**(1)** Contact Firefly™

direct at [support@thefirefly.com](mailto:support@thefirefly.com)

Our customer service agent will try to diagnose your problem and assist you in resolving it.

**(2)** If it is determined that you need to send your Firefly™ device in for further examination, you will need to obtain an RMA (Returned Material Authorization) number and shipping instructions from the Customer Service Representative.

**(3)** Please include a copy of your original sales receipt, any e-mail correspondence and RMA number with your shipment.

**(4)** Buyers are responsible for all shipping costs associated with the warranty process.

**(5)** Tracking numbers and signature are suggested as NWT Holdings, LLC is not responsible for lost or stolen shipments.

[www.thefirefly.com](http://www.thefirefly.com)

Designed in the USA  
Assembled in China  
Patents Pending