

Royole Consumer Return and Refund Policy ("Return and Refund Policy") (U.S. Only)

PLEASE REVIEW THIS RETURN AND REFUND POLICY CAREFULLY AS IT SETS FORTH YOUR RIGHTS AND ROYOLE'S RETURN AND/OR REFUND OBLIGATIONS FOR ROYOLE PRODUCTS. THIS RETURN AND REFUND POLICY ALSO CONTAINS A MANDATORY ARBITRATION CLAUSE. YOU AGREE TO THIS RETURN AND REFUND POLICY BY PURCHASING ROYOLE PRODUCTS. IF YOU DO NOT AGREE TO THIS RETURN AND REFUND POLICY, DO NOT PURCHASE OR USE THE ROYOLE PRODUCT AND RETURN IT IN ACCORDANCE WITH THIS RETURN AND REFUND POLICY TO ROYOLE.

This Return and Refund Policy applies to consumers who purchase a new product from Royole Corporation ("**Royole**"), a Royole authorized retailer, or a Royole authorized reseller ("**Product**"). Except as set forth in this Return and Refund Policy, Products purchased from Royole's authorized retailers or authorized resellers are subject to the return and refund terms of such retailers or resellers. Please consult with the authorized retailer or authorized reseller regarding returns and refunds for Products purchased from such parties.

Obtaining Limited Warranty Service.

Royole's Limited Warranty ("**Limited Warranty**") is available at www.royole.com/support and only covers Product issues caused by defects in material or workmanship during ordinary consumer use. If you are experiencing such an issue, please contact Royole by:

Emailing Royole's Support Team:
support@royole.com

Or Calling the Royole Support Center
866-397-0080

After consultation with the Royole support team or Royole support center, Royole may require that you return the Product to Royole with all of its accessories, to a specified Royole service center, freight prepaid (unless otherwise specified by Royole's Support Team). Do not return any Product to Royole unless Royole asks you to return the Product. All non-authorized Product returns will be returned to sender. Any Products that Royole instructs you to return should be returned according to the Product Returns Guidelines below.

If we require you to ship the Product, once we receive, inspect and verify any defect in the Product, you will receive a confirmation email stating that we have received your Product, and letting you know (i) if there were any issues in receiving your shipment, and (ii) what the next steps will be in fixing or replacing your Product, per the terms of the Limited Warranty.

Returns For Refund.

Royole allows Products purchased by the consumer on the Royole website (www.royole.com) ("**Royole Website**") to be returned to Royole for a full refund with the following exceptions:

- Opened RoWrite Notepad Paper (Blank, Grid, College Ruled and Wide) Accessories
- Opened RoWrite Pen Refill Accessories
- Downloadable Software
- Moon – see Moon policy below.

Excluding Moon, you have 30 days from the date of your purchase of the Product on the Royole Website to return your Product to Royole for a full purchase price refund, excluding shipping fees. Fees associated with initially shipping the Product to you are not refundable. All Product returns should be returned according to the Product Returns Guidelines below.

Once we receive, inspect and verify the Product, you will receive a confirmation email stating any issues, restocking fees or other actions you might have to take in order to receive a refund. If we determine that you returned the Product in accordance with our requirements, we will process any applicable refund and issue a credit to the original method of payment within 2 weeks of our determination.

Royole Moon Product 30 Day Return

Royole offers a 30-day return policy ("**Moon Return Policy**") for a full purchase price refund, excluding shipping fees, on all new Royole Moon products ("**Moon**") purchased from authorized Moon retailers and resellers, or on Royole's Website. In order to qualify for a refund, you must provide proof of purchase and you must contact the Royole Customer Support Team to receive an RMA number (as defined below) before the end of the 30th day following your purchase date. All Moon returns under the Moon Return Policy should be returned according to the Product Returns Guidelines below.

Product Return Guidelines

Getting an RMA Number.

Return material authorization ("**RMA**") numbers are required for **ALL** returns (including under the Limited Warranty and Moon Return Policy) and are valid for 14 days from issuance. RMA numbers must be prominently displayed on the outside of the return packaging and inside along with a dated purchase receipt from Royole (or, in the case of a Limited Warranty or Moon Return Policy return, a receipt from a Royole authorized retailer or Royole authorized reseller). Royole reserves the right in its sole discretion to refuse acceptance of returned packages not displaying an RMA number or received by Royole more than 14 days after the issuance of the RMA. Please visit support@royole.com or call the Royole Support Center at (510) 490-1601 to contact our support team (by phone or email) to obtain an RMA number.

Preparing Your Product Return.

It is your responsibility to backup any data, software or other materials you may have stored or preserved on your unit. It is likely that such data, software, or other materials will be lost or reformatted during service and Royole will not be responsible for any such damage or loss.

Packing and Shipping Your Product Return.

All Product returns must be re-packaged with its original packaging, including all accessories and original package contents (unless otherwise specified by Royole's Support Team). The Product must be returned and received in the same condition you received it in and not damaged in any way. Choose a sturdy outside box to pack the Product into so that the Product arrives at the authorized service facility specified by Royole without further damage. We recommend that you choose a delivery service that can track your package, and further recommend that you insure your package in case any damage or issues arise during transit to Royole.

Royole will not be liable for any damages or losses occurring during shipment of Product to Royole. You are responsible for the cost of shipping Products back to Royole. Shipping costs to Royole are non-refundable. If we receive the package with damage beyond what you communicated to the Royole Support Team, we will contact you and let you know if (i) in the case of a warranty return, if the Limited Warranty still applies, or (ii) in the case of a return for refund or the Moon Return Policy, if we will cancel the refund or subtract a restocking fee from the total refundable amount.

This Return and Refund Policy is governed by the laws of the state of California, without reference to its choice of law principles. This Return and Refund Policy gives you specific legal rights and you may have other rights which vary from state to state. **ANY DISPUTE ARISING UNDER THIS RETURN AND REFUND POLICY WILL BE RESOLVED PURSUANT TO THE ARBITRATION PROVISION SET FORTH IN ROYOLE'S TERMS OF USE AVAILABLE AT www.royole.com/support.**