

FarmerMind AI — Limited Warranty Policy

Effective Date: April 30, 2026 | Last Updated: April 30, 2026 | Version: 1.0

1. Overview

This Limited Warranty Policy (“**Warranty**”) is the sole express warranty provided by **FarmerMind AI LLC** (“**FarmerMind**,” “**we**,” “**us**,” or “**our**”) for the FarmerMind AI Cube and related hardware we manufacture (the “**Device**”).

This Warranty is incorporated by reference into the FarmerMind **Terms of Use**. The **Refund and Returns Policy** separately governs buyer-initiated returns, order-error returns, and subscription cancellations.

2. Warranty Coverage

FarmerMind warrants, to the **original purchaser** of a Device from **farmermind.ai** or an authorized reseller, that the Device will be **free from defects in materials and workmanship** under normal, intended use for a period of **six (6) months** from the date of original delivery (the “**Warranty Period**”).

This Warranty covers:

- The FarmerMind AI Cube;
- The 45W USB-C power adapter supplied with the Device;
- The Micro HDMI to HDMI cable supplied with the Device;
- Pre-installed FarmerMind Software, solely as to its ability to boot and operate as designed on the Device (software defects are addressed through FarmerMind-verified USB updates, not hardware replacement).

3. Remedies

If a Device fails to conform to this Warranty during the Warranty Period and the claim is validated under Section 7, FarmerMind will, at its sole option and as your **exclusive remedy**:

- **Repair** the Device using new or refurbished parts of equivalent function and performance;
- **Replace** the Device with a new or refurbished Device of equivalent function and performance;
- **Provide an equivalent product** where the original Device configuration is no longer available; or

- **Issue a refund** of the original purchase price paid for the Device, upon return of the Device.

A repaired or replaced Device is covered by this Warranty for the **remainder of the original Warranty Period or ninety (90) days from the date of repair or replacement, whichever is longer.**

4. Exclusions

This Warranty **does not cover**:

- **Misuse, abuse, or negligence**, including operation outside the published specifications of the Device;
- **Accidental damage**, drops, spills, or impact;
- **Environmental damage**, including damage caused by moisture, dust ingress, corrosion, extreme temperature, direct sunlight, lightning, or power surges;
- **Improper setup or installation**, including use with unregulated, counterfeit, or incompatible power supplies or cables;
- **Unauthorized modification or tampering**, including any **Tamper Event** as defined in the Device Security Policy (bypassing full-disk encryption, kiosk mode, boot integrity, or update verification; loading unsigned firmware or software; or physical disassembly beyond what is permitted by this Warranty);
- **Connection of unauthorized peripherals** or use of the Device contrary to the Terms of Use, EULA, or Device Security Policy;
- **Cosmetic damage**, including scratches, scuffs, and discoloration that do not affect function;
- **Normal wear and tear**, including wear of cables, connectors, and consumable components;
- **Devices with removed, altered, or illegible serial numbers, product stickers, or tamper-evident markings**;
- **Counterfeit Devices**, or Devices not sold by FarmerMind or an authorized reseller;
- **Loss of user-generated data**, including data rendered unrecoverable due to Device failure, repair, or replacement (see Section 5);
- **Third-party products and services**, including peripherals, accessories, or networks not supplied by FarmerMind;
- Service requested outside the Warranty Period.

5. Data and Backups

The Device's storage is encrypted at rest. Repair or replacement under this Warranty **will result in loss of user-generated data** stored on the Device. FarmerMind is not responsible for recovering or preserving such data, and does not maintain any key that would allow FarmerMind to access data on your Device.

You are responsible for backing up farm profiles, reports, and any other data you wish to preserve before submitting a warranty claim.

6. Shipping Costs for Warranty Service

6.1 United States Buyers

For Devices originally shipped to a United States address:

- **FarmerMind covers** outbound shipping of a repaired or replacement Device to the buyer within the United States;
- **FarmerMind covers** return shipping from the buyer to FarmerMind for claims validated as a covered defect, via a pre-paid return label we provide;
- If a returned Device is determined not to be covered under this Warranty after inspection, FarmerMind may charge the buyer for the inspection, re-shipment, or decline to return the Device, consistent with Section 7.4.

6.2 International Buyers

For Devices originally shipped to an address outside the United States:

- **The buyer is responsible** for return shipping to FarmerMind, including any applicable export duties, customs charges, and taxes;
- **FarmerMind covers** outbound shipping of a repaired or replacement Device back to the buyer, up to a reasonable standard international shipping rate. Any destination-country import duties, VAT, or customs charges are the responsibility of the buyer;
- We recommend a trackable, insured shipping method. FarmerMind is not responsible for Devices lost or damaged in transit during an international return.

6.3 Institutional, NGO, and Bulk Orders

Bulk orders (Pilot 5-Pack, Village 10-Pack, District 50-Pack, and similar) are covered on a per-Device basis under this Warranty. Reverse logistics for bulk claims should be coordinated directly with FarmerMind; we may authorize **local repair, advance replacement, or spare-pool arrangements** in lieu of individual return shipments, at our discretion and as agreed in writing.

7. How to Make a Warranty Claim

7.1 Step 1 — Contact FarmerMind

Email info@farmermind.ai during the Warranty Period with the following information:

- Your order number and the email address used at purchase;
- The Device serial number, found on the product sticker (FMIA-001);
- A description of the issue, when it first occurred, and any troubleshooting steps you have tried;
- Photographs or a short video demonstrating the issue, if possible.

7.2 Step 2 — Troubleshooting and RMA

FarmerMind will respond within **three (3) business days**. We may request additional information, suggest troubleshooting steps, or issue a **Return Merchandise Authorization (RMA)** number and return instructions.

7.3 Step 3 — Return and Service

Ship the Device to the address provided, together with the RMA number, following Section 6 for shipping-cost allocation. **Devices returned without a valid RMA number may be refused or delayed.** Upon receipt, we will inspect the Device and either repair, replace, refund, or return it, consistent with Sections 3 and 7.4.

7.4 Out-of-Warranty and Non-Covered Findings

If inspection shows that the issue is not covered under this Warranty (for example, due to an exclusion in Section 4 or a Tamper Event), FarmerMind will notify you and offer, where possible, one of the following options:

- A paid repair or replacement at then-current service pricing;
- Return of the Device to you at your expense; or
- Environmentally responsible disposal of the Device at our facility, at no charge to you.

If you do not respond within **thirty (30) days** of our notice, FarmerMind may, at its option, dispose of the Device.

8. Who Is Covered

This Warranty is provided only to the **original end-user purchaser** of a genuine Device. It is **non-transferable**, except that, in connection with a lawful transfer of the Device under Section 9 of the EULA, the remaining Warranty Period transfers to the new owner upon the new owner's registration of the Device with FarmerMind.

This Warranty is not available for Devices purchased from unauthorized resellers, for counterfeit Devices, or for Devices whose markings have been altered, removed, or made illegible.

9. Exclusive Remedy; Limitation of Liability

The remedies in Section 3 are your **sole and exclusive remedy** under this Warranty. **TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, FARMERMIND DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.** Where implied warranties cannot lawfully be excluded, they are limited in duration to the Warranty Period.

FARMERMIND’S AGGREGATE LIABILITY under or in connection with this Warranty is **subject to the limitations of liability in Section 14 of the Terms of Use**, which are incorporated by reference.

10. Consumer Rights

This Warranty gives you specific legal rights. You may also have other rights under applicable consumer-protection law that cannot be waived by contract. Nothing in this Warranty limits those rights.

11. Magnuson-Moss Warranty Act Designation (U.S.)

For purposes of the U.S. **Magnuson-Moss Warranty Act**, this Warranty is designated as a **“Limited Warranty.”**

12. Governing Law, Arbitration, and Class-Action Waiver

This Warranty is governed by the laws of the **State of Texas**, U.S.A., without regard to its conflict-of-laws principles. Any dispute arising out of or relating to this Warranty is subject to the binding individual arbitration agreement and class-action waiver set forth in Section 18 of the Terms of Use, including the 30-day opt-out right in Section 18.9.

13. Policy Updates

FarmerMind may update this Warranty from time to time. Changes apply only to Devices purchased on or after the updated “Effective Date.” The Warranty in effect on the date you purchased your Device continues to apply to that Device.

14. How to Contact Us

FarmerMind AI LLC

Email: info@farmermind.ai