

Terms & Conditions: Lifetime Warranty Offer

1. Promo Offer Overview

Yodeck is offering a limited-time promotional "lifetime" extended warranty for Yodeck Players with Yodeck Assurance. References to a "lifetime" warranty mean a period of up to ten (10) years from the registration date of the Yodeck Player on the Yodeck portal.

New customers who subscribe to **the annual Enterprise Plan during the Promo Period** will receive a **100% discount on Yodeck Assurance** on their Yodeck Players ordered directly from Yodeck.

By participating in this Promo Offer, you agree to be bound by these Terms & Conditions and any decision Yodeck may make regarding this Promo Offer at its sole discretion.

The 100% discount on Yodeck Assurance is applied automatically at checkout when an Eligible Customer subscribes to the annual Enterprise Plan and orders Yodeck Players directly from Yodeck during the Promo Period; no separate promo code is required.

2. Promo Validity

The offer is valid for subscriptions made between **June 25, 2026, and September 30, 2026 (the "Promo Period")**. Purchases outside this period will not receive the offer.

3. Eligibility

Available to new customers who subscribe to the annual Enterprise Plan and order Yodeck Players directly from Yodeck ("Eligible Customers"), under the terms at <https://www.yodeck.com/terms-of-service/>. For the purposes of this Promo Offer, "Yodeck Players" means only Raspberry Pi hardware devices supplied directly by Yodeck, and does not include any other computer or hardware device operating on Yodeck's software.

4. Coverage

Eligible Customers will receive a 10-year extended warranty on their Yodeck Players, which includes:

- **Coverage** for defects in materials and workmanship.

- **“Lifetime” Extended Warranty:** Eligible Customers can return their Yodeck Player at any time within 10 years of the registration date of the Yodeck Player on the Yodeck portal, subject to the limitations and exclusions under clause 6, and receive a replacement device at no extra cost (shipping costs are allocated as set out in clause 5). Any replacement Yodeck Player is covered only for the remainder of the original 10-year warranty period, calculated from the registration date of the original Yodeck Player, and does not start a new 10-year warranty period.
- **Priority Shipping:** Following completion of troubleshooting and approval of the replacement, Yodeck will manage approved replacements on priority.
- **Fast-Track Replacement:** Once a replacement has been approved and the original unit has been returned to and received by Yodeck, Yodeck will ship the replacement promptly.

5. Warranty Terms and Process

Eligible Customers must contact Yodeck Support to report any device issue. Eligible Customers are responsible for shipping costs to return defective device. Yodeck covers shipping for the replacement unit.

Troubleshooting must be performed as per Yodeck’s guidance before approval for replacement. Warranty coverage starts from the registration date of the player on the Yodeck portal. Yodeck Players must be registered in the Yodeck portal for the extended warranty to activate.

6. Limitations and Exclusions

Warranty does not cover:

- Physical damage, unauthorized modifications, or misuse of the device.
- Devices not returned to their original condition (for replacements).
- The extended warranty applies only to the original purchaser and is not transferable.

For the avoidance of doubt, a replacement is available only for Yodeck Players that are defective in materials or workmanship, and not for devices returned for any other reason.

7. Additional Terms

These Terms supplement and are subject to the Yodeck Terms of Service at <https://www.yodeck.com/terms-of-service/>. In case of conflict as to the warranty period for



Eligible Customers, these Terms prevail. The extended warranty is granted only to new customers and covers only Yodeck Players ordered directly from Yodeck.

8. No Entitlement and No Liability.

Participation in the Promo Offer is voluntary and discretionary and does not create any right, entitlement, or obligation on the part of Yodeck unless and until a qualifying subscription is accepted by Yodeck. Yodeck reserves the right to modify, suspend, cancel, or terminate the Promo Offer or these Terms at any time and for any reason it deems necessary, acting in its sole and absolute discretion and without prior notice to, or the consent of, any participant, applicant, prospect, customer, or other person. To the maximum extent permitted by applicable law, Yodeck shall have no liability of any kind, whether in contract, tort, or otherwise, to any participant, applicant, prospect, customer, or other person arising out of or in connection with the Promo Offer or its modification, suspension, cancellation, or termination, including for any claim or any loss, cost, damage, or expense incurred in reliance on the Promo Offer. Any such modification, suspension, cancellation, or termination applies prospectively only and does not affect the extended warranty already granted to an Eligible Customer whose qualifying subscription has been accepted by Yodeck.